



FRANKE

**SUSTAIN
ABILITY**

REPORT 2024

**Franke Group
Sustainability Report 2024**

04 **Sustainability at Franke** 

06 About Franke

08 CEO statement

11 Material topics and strategy

12 **Environment** 

13 Climate and energy

18 Resource use and circularity

 **Our people**

 26

Safety and occupational health **27**

Training and education **31**

 **Society**

 34

Product responsibility and sustainable innovation **35**

 **Appendix I: GRI content index**

 40

 **Appendix II : Data and further information**

 57



Sustainability at Franke

About Franke

The Franke Group consists of three divisions: Franke Home Solutions, Franke Foodservice Systems, and Franke Coffee Systems. The Group employs over 7,600 people worldwide and achieved consolidated net sales of CHF 2.21 billion in 2024.

Divisions



Franke Home Solutions

Intelligent systems and integrated solutions for residential kitchens including sinks, taps, worktops, hoods, kitchen appliances and accessories, waste management systems, water and indoor air quality treatment products.



Franke Foodservice Systems

Innovative facilities and equipment solutions for quick-service restaurants and convenience stores, supported by design, project management, as well as resupply and aftermarket services.

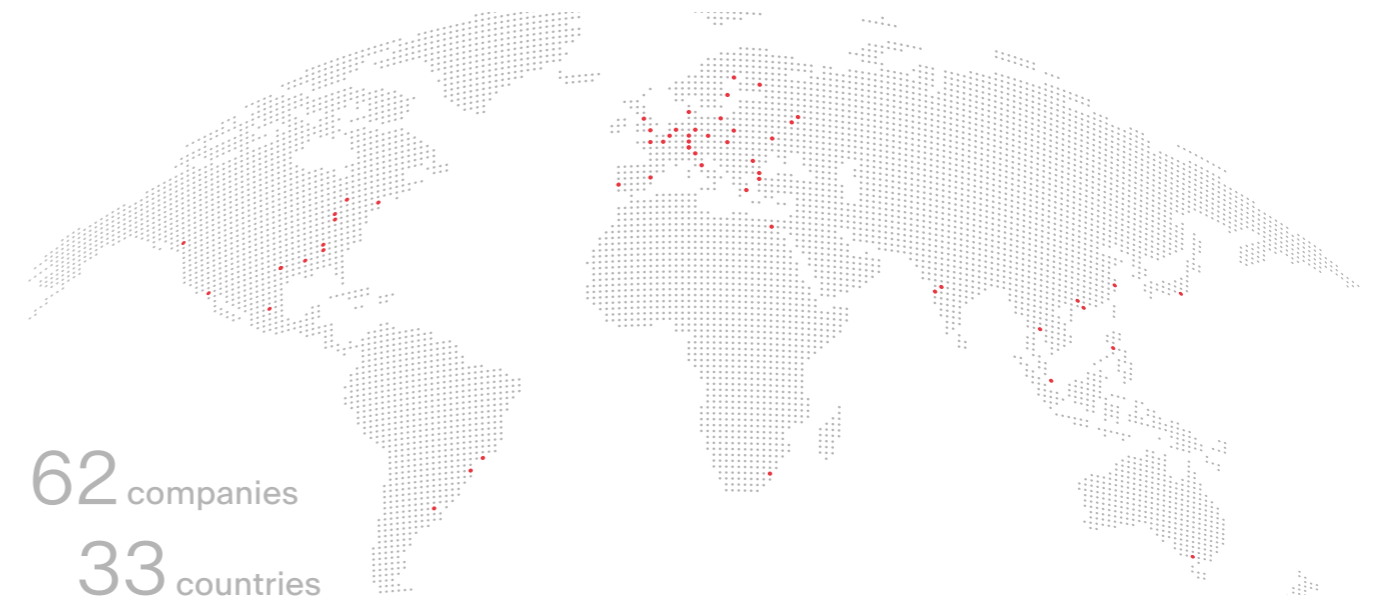


Franke Coffee Systems

State-of-the-art professional coffee solutions, including fully automatic, semi-automatic and traditional machines, as well as revolutionary digital solutions and add-on units.


Brands

Franke Dalla Corte Carron Phoenix Elikor Faber Kindred Mepamsa Roblin Spar

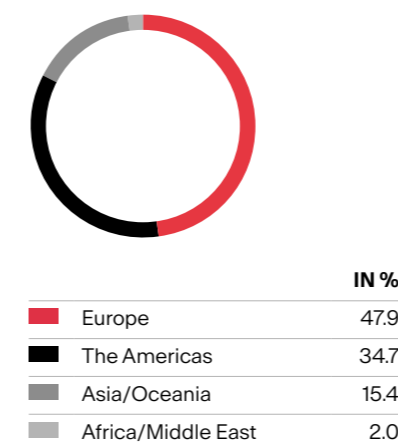


62 companies
33 countries
6 continents

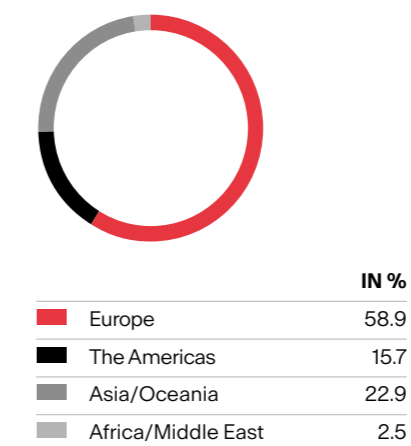
 CHF 2209.9M net sales

 CHF 124.4M Investments

Net sales by region



Employees by region



Our core values:

- We deliver outstanding solutions
- We win together
- We are curious
- We take ownership
- We act responsibly

CEO statement



Dear Readers,

2024 was a year of strong momentum in our sustainability journey. We continued to sharpen, refine, and strengthen our approach, making good headway on key environmental and social topics.

However, it was another tough year for business. Persistent inflation and high interest rates in many countries dampened consumer appetite, while ongoing geopolitical tensions, wars, and conflicts, continued to shake the global landscape. Franke has remained resilient in the face of these challenges, maintaining solid levels of profitability as we focus on generating organic growth and evolving the business in line with our future ambitions. We are using these turbulent times to strengthen our foundations; further improving our commercial and operational excellence in anticipation of future market growth.

We reduced our Scope 1 and 2 emissions by 6.9 percent over the year and progressed with the electrification of our vehicle fleet.

Reducing our environmental footprint remains our top priority, focusing on both the direct and indirect impact of our business activities on the environment. In the reporting year, we reduced our Scope 1 and 2 emissions by 6.9 percent and installed solar photovoltaic systems at three additional Franke locations, increasing our share of self-generated renewable electricity. We progressed with the electrification of our vehicle fleet and implemented operational energy efficiency improvements guided by regular energy audits.

We also reduced our Scope 3 emissions by 10.8 percent and have been working hard to improve the accuracy and granularity of our emissions data. We invested in a new data management system and worked closely with key suppliers, almost doubling the amount of emissions data obtained directly from them through the CDP. This improved data quality will enable us to take more targeted and effective measures to reduce Scope 3 in pursuit of our net-zero target.

93.4 percent of Franke's packaging in 2024 came from renewable sources.

Our environmental progress goes beyond emissions, extending to resource use and waste management. We have reduced our use of non-renewable materials: 93.4 percent of Franke's packaging now comes from renewable sources, compared to 89.9 percent in 2023. We also focused on helping our customers reduce waste: in 2024 we engineered a product adaptation for our coffee machines that reduces milk waste by around one-third.

We also began collaborating with a regional partner to reuse the coffee grounds from our extensive product testing, converting them into renewable energy (biogas) and nutrient-rich fertilizer.

Empowering our employees through our proactive 'Safety-first' program reduced recordable injuries by 33.1 percent.

Safety and health also took centre stage in 2024 as we further embedded our proactive safety and health culture across all aspects of the organisation. We reaffirmed our commitment to achieving zero accidents and launched a new program to drive these efforts. Progress is already evident: our rate of recordable work injuries decreased by 33.1 percent in 2024 and we expect this to fall further in the coming years.

We also implemented new initiatives to support our culture of continuous learning and development. A dedicated Learning Week, held virtually with over 900 participants, provided interactive sessions, in-depth Franke insights, and inspiration from keynote speakers. Our employees' continuous thirst for knowledge was reflected in a 119 percent increase in average time spent on LinkedIn Learning over the year.

We support a smoke-free cooking initiative in Cambodia, strengthening our commitment to social impact.

We stand by our social responsibility, even in economically challenging times. In 2024, we partnered with the renowned Dutch aid organization SNV on a three-year project to motivate around 20,000 households in Cambodia to switch

to smoke-free cookstoves. Cleaner alternatives reduce health risks from traditional cooking methods and lower environmental pollution. The initial results are encouraging: in just 6 months, the number of households owning a smoke-free cookstove has increased from 30 percent to 62 percent in the 31 villages involved in the project, with 51 percent of these households now cooking primarily or entirely with a clean cookstove – compared to just 9 percent at the start of the project.

Despite ongoing headwinds, we remain bold, responsible, and resilient.


Looking ahead, I foresee both exciting and challenging times for the business. I am convinced that Franke is well positioned to navigate these and secure a successful and sustainable future. We have a solid plan, the right culture and values, and the financial strength to achieve our goals. It is important that we all remain motivated, agile, and focused – and that we defy the challenges together as a One Franke team, as we build a stronger, more sustainable future for all.

Patrik Wohlhauser
CEO Franke Group

2024 at a glance

6.9%

reduction in Scope 1 and 2 CO₂e emissions compared to 2023.



64.8%

of electricity consumption from renewable sources.

93.4%

of Franke packaging from renewable materials.

293

employees developed as leaders through targeted training programs.



91.3%

of all production sites had certified health and safety management systems in place (ISO 45001).

31

villages in Cambodia benefited through the clean-cooking project that Franke supports, empowering them to purchase 4,886 electric or gas cookstoves for smoke-free cooking.



Material topics and strategy

Franke is committed to responsible growth by integrating sustainability into our core strategy. Our approach aligns business performance with environmental and social responsibility to support long-term, collective success.

Our strategy

Franke's sustainability strategy is anchored on three pillars: the environment, our people, and society. In a nutshell, it:

- Guides how we manage climate-related impacts and use resources responsibly.
- Shapes our operations, products, and services to support health and wellbeing.
- Supports the growth and development of our employees.

Within these three pillars, we focus on five material topics (listed below) that reflect our most significant impacts and the external factors that could affect our business:

<div style="text-align: center; font-weight: bold; font-size: 18px;">Environment</div> <p>We want to reach net zero by 2050 in production and our entire value chain – and reduce our emissions from production and purchased energy by half by 2030 compared to 2020.</p> <ul style="list-style-type: none"> • Climate and energy • Resource use and circularity <div style="background-color: #1a3d2d; color: white; padding: 5px; text-align: center; font-weight: bold;">Minimizing our life-cycle impact on the planet</div>	<div style="text-align: center; font-weight: bold; font-size: 18px;">Our People</div> <p>We want to provide a work environment that is engaging and inclusive – one that empowers its diverse employees to learn and do their best work every day.</p> <ul style="list-style-type: none"> • Safety and occupational health • Education and training <div style="background-color: #1a3d2d; color: white; padding: 5px; text-align: center; font-weight: bold;">Enabling, engaging, and empowering our employees at all levels</div>	<div style="text-align: center; font-weight: bold; font-size: 18px;">Society</div> <p>We want to make significant contributions to key societal needs and the wellbeing of communities. Our approach to product responsibility and sustainable innovation plays an important role in this.</p> <ul style="list-style-type: none"> • Product responsibility and sustainable innovation <div style="background-color: #1a3d2d; color: white; padding: 5px; text-align: center; font-weight: bold;">Being a good corporate citizen</div>
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GOVERNANCE

Our sustainability strategy reinforces our ongoing commitment to the United Nations Global Compact (UNGC), of which Franke has been a member since 2011.¹ Furthermore, our material topics, which were identified

through a double materiality assessment conducted in 2022 and 2023, guide our strategic planning, priorities and reporting framework. Full details on this process are available on pages 72-73 of the [Franke Group Sustainability Report 2023](#).

¹ As we prepare for compliance with the EU's Corporate Sustainability Reporting Directive (CSRD) for future reporting cycles, we are no longer directly mapping our activities to the UN Sustainable Development Goals (SDGs). We believe that the essence of the SDGs is incorporated into the overarching aims of the CSRD and will therefore be covered in our future reporting with the European Sustainability Reporting Standards (ESRS).

Climate and energy

At Franke, we are driven by a bold ambition: to help shape a more sustainable world – for our customers, our people, and society, both today and tomorrow. Minimizing our impacts on the climate, and helping to protect nature, are fundamental tenets of this ambition and embedded in our values. We are committed to becoming carbon neutral by 2050, with our targets verified by the Science Based Targets initiative (SBTi) in 2024.

Climate change: impacts, risks, and opportunities

As a quality manufacturing company with locations around the world, we recognize climate change as a global challenge extending beyond national borders. It requires international cooperation and coordinated solutions at all levels.

Without robust action to reduce global warming, the world faces serious risks, including threats to human health.

On a business level, tackling climate change is both critical to reducing long-term risk and for harnessing new opportunities linked to greener production methods and more sustainable products. In line with our broader sustainability strategy, we assess both the risks and opportunities climate change presents to our operations and innovation.



Physical risks: Some of Franke's production sites are located in areas at higher risk of severe weather events such as flooding or tornadoes. In case of such events, workers could face safety risks and production could be disrupted. Franke's business contingency plan outlines procedures to ensure a rapid, competent response, prioritize worker safety, and minimize operational disruptions.

Transitional risks: The shift to a net-zero economy brings regulatory uncertainty. Specific regulations affecting or potentially affecting Franke include the EU's Ecodesign for Sustainable Products Regulation (ESPR), the Carbon Border Adjustment Mechanism (CBAM), and the Corporate Sustainability Reporting Directive (CSRD). Franke invests resources in preparing for and complying with all applicable regulations and ensuring it remains fully up to date with the latest developments. This proactive approach helps mitigate the risks of partial compliance, including potential reputational damage and loss of market share.

Opportunities: Demand is growing for sustainable products that use fewer resources, such as energy and water. This presents opportunities to harness our culture of innovation to design and deliver high-quality, sustainable products that meet our evolving customer values. Learn more about our latest innovations in the chapter *Product Responsibility and Sustainable Innovation*.



Environment

Tackling climate change: Franke's emissions and targets

Our vision is to reach net-zero greenhouse gas (GHG) emissions across our value chain by 2050 from a 2020 base year. To accelerate our progress, we have prioritized sustainability as a strategic component that encompasses, supports, and shapes all of the Group's activities.

This approach includes the environmental impacts outside our direct operations – those generated throughout our products' lifecycles, such as materials and supplies, distribution, and lifetime usage of our products.

We developed our near-term and net-zero targets in 2023 in line with the Paris Climate Agreement. These targets were validated in 2024 by the Science Based Targets initiative (SBTi), setting a cornerstone in our sustainability journey.

SBTi approved targets

By 2028, 74.0 percent of Franke's largest customers (by emissions use of sold products) will have science-based targets.

By 2030, reduce absolute Scope 1 and 2 GHG emissions by 56.0 percent from a 2020 base year.*

By 2033, reduce absolute Scope 3 GHG emissions from our priority categories: purchased goods and services, capital goods, and upstream transportation and distribution by 32.5 percent from a 2020 base year.

By 2050, reduce absolute Scope 1, 2, and 3 GHG emissions by 90 percent from a 2020 base year.*



*The target boundary includes biogenic land-related emissions and removals from bioenergy feedstocks.

As part of our science-based net-zero target, reducing our direct emissions will first be prioritized, and all residual emissions will be neutralized in line with SBTi criteria before reaching net-zero emissions. Read more about our targets and our action plans for achieving these on our [dedicated webpage](#).

Progress towards our emissions targets

Franke's Scope 1 emissions reduced by 8.0 percent compared with 2023, while Scope 2 reduced by 6.3 percent. This puts us firmly on track in our reduction pathway: our Scope 1 emissions are 30.6 percent lower than the forecasted

emissions for 2024, while our Scope 2 emissions are 30.4 percent lower than projected.

For our Scope 3 emissions, we achieved an 8.6 percent reduction compared to 2023. However, when measured against the internal trajectory we use to track annual progress toward our longer-term SBTi-aligned targets, current emissions exceed the 2024 expected level by 5.1 percent. It is important to note that this SBTi target covers our priority categories only (purchased goods and services, capital goods, and upstream transportation and distribution), while the figures reported here reflect all of our Scope 3 emissions and are hence higher. Additionally, due to methodology updates and more granular data capture, the 2024 data is considered more accurate and comprehensive than in previous years.

Progress towards our SBTi net zero targets

IN METRIC TONS (t)	2024	TARGET VALUE	DIFF. 2024/TARGET VALUE
Scope 1*	8 585	12 379	-30.6%
Scope 2	16 681	23 984	-30.4%
Scope 3 (categories 1, 2 & 4)	1 491 589	1 419 634	5.1%
Total CO₂e emissions	1 516 856	1 455 997	4.2%

Continuous improvements to our emissions data quality

In 2024, we began using a new data management system which enables us to increase the granularity of our data and in some cases use more accurate emission factors. We are also continuously improving our data quality. For example, in 2024 we nearly doubled the share of calculated emissions based on actual supplier-reported data from CDP. This has improved the accuracy and reliability of our emissions data for 2024 compared to previous years.

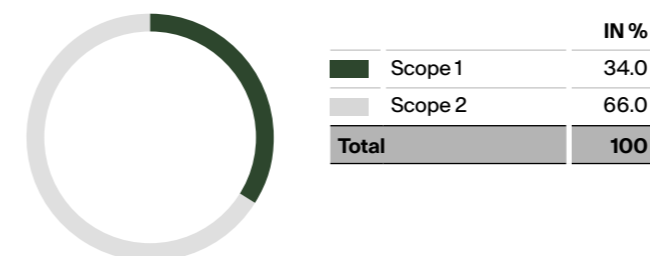
In particular, 2023 Scope 2 and Scope 3 emissions for Categories 1, 2, and 4 have been recalculated to reflect updates in emission factors and improvements in data quality. For Scope 3 Categories 1, 2, and 4, refinements to the procurement taxonomy also contributed to these recalculations. As we continue to use the new system in the coming years and use broadly similar emission factors to those in 2024, our data will become more comparative, providing more reflective insights into our reduction progress.

Franke's Scope 1 and 2 emissions

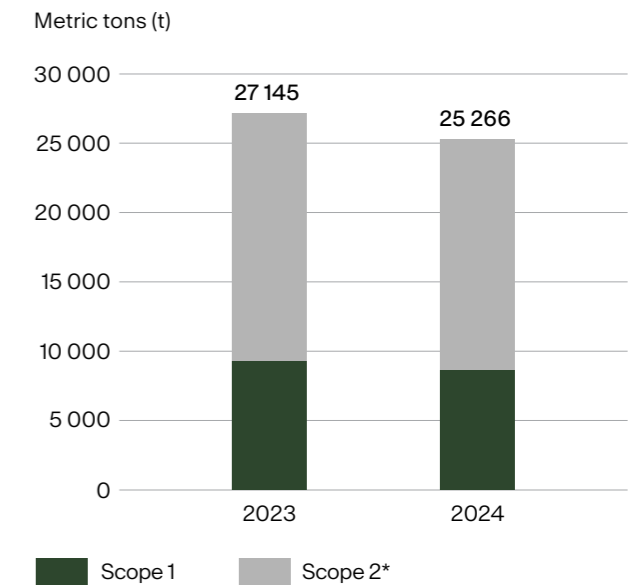
Our Scope 1 and 2 emissions – those generated directly through our operations – account for the smallest proportion of our total emissions. In 2024, this was 0.1 percent, while 99.9 percent came from our value chain (Scope 3).

Our Scope 1 emissions are generated by the consumption of fuel to power our machinery, equipment, and company-owned vehicles. Energy sources include natural gas, gasoline, diesel, and heating oil, among others.

Our Scope 2 emissions include our electricity consumption from the grid (a mix of non-renewable and renewable electricity) as well as the purchase of district heating for our facilities. The majority of our direct (Scope 1 and 2) emissions are Scope 2, at 66.0 percent.



Scope 1 and 2 emissions reductions 2023 to 2024



*Subsequent data amendments for 2023 data.

Measures to reduce our Scope 1 and 2 emissions

Our Scope 1 and 2 emission reduction plans focus on improving the energy efficiency of our operations and increasing the share of renewable electricity we use, either generated onsite through solar panels or sourced from off-site, 100 percent green-certified renewable energy providers. We are also gradually introducing more hybrid vehicles into our company fleet.

Energy audits to identify efficiency gains

Regular energy audits are a vital tool to accelerate our progress towards net zero, helping us identify areas for optimization and to monitor progress following improvements. Areas that undergo detailed inspection at production facilities include the compressor room, boiler-room, air-conditioning system, hydraulic presses, washing lines, and paint shops. Each sub-system is analyzed in detail to determine consumption levels, what can be optimized, what kind of investments need to be made, and where there is potential for CO₂ reductions and cost savings. Typically, audits take about two days, resulting in a comprehensive action plan, which can include installing new equipment, making changes to operating procedures, as well as other optimization measures. Insights are then shared across Franke production sites.

Increasing solar energy generation



Harnessing self-generated solar energy is another essential part of Franke's net-zero roadmap. In 2024, Franke continued expanding its solar energy capabilities, with Franke Foodservice Systems installing a photovoltaic system (PV) at the site in Bad Säckingen in June. By the end of the year, the system had generated over 36,000 kWh of electricity, contributing to around 6 percent of the plant's energy requirements. We also introduced a PV system at our Franke Coffee Systems and Franke Home Solutions building in Aarburg in July, which has the capacity to generate 800,000 kWh annually.

Boosting Franke's own solar generation capabilities also serves to strengthen our energy security, enhancing the company's energy self-sufficiency in an age of increasing geopolitical tensions and fluctuating prices.

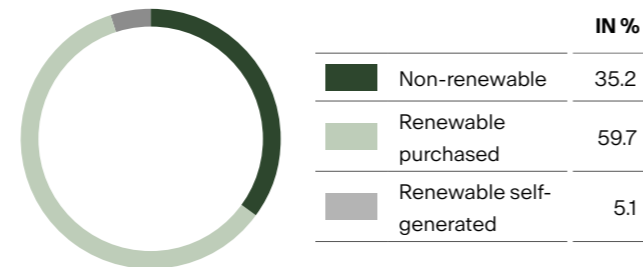
Further examples of our actions to lower direct emissions can be found in the next chapter, *Resource use and circularity*, and further data and explanations are provided on page 73 in Appendix II.

Franke's energy consumption

Franke's total use of electricity reduced by 5.0 percent in 2024, due to a small number of plant closures, the sale of Faber North America S.A. de C.V.; and due to an increase in energy efficiency in our operations. Franke's consumption of non-renewable electricity fell by 22.3 percent, due to the above-mentioned reasons; along with a transition to more renewable electricity at a number of Franke sites.

Franke's consumption of purchased renewable energy increased by 4.2 percent, in line with our focus on more renewable energy sources. Our continued efforts to switch to electric vehicles (EVs) were reflected in the 158.0 percent increase in Franke's consumption of electricity for leased vehicles.

Electricity use



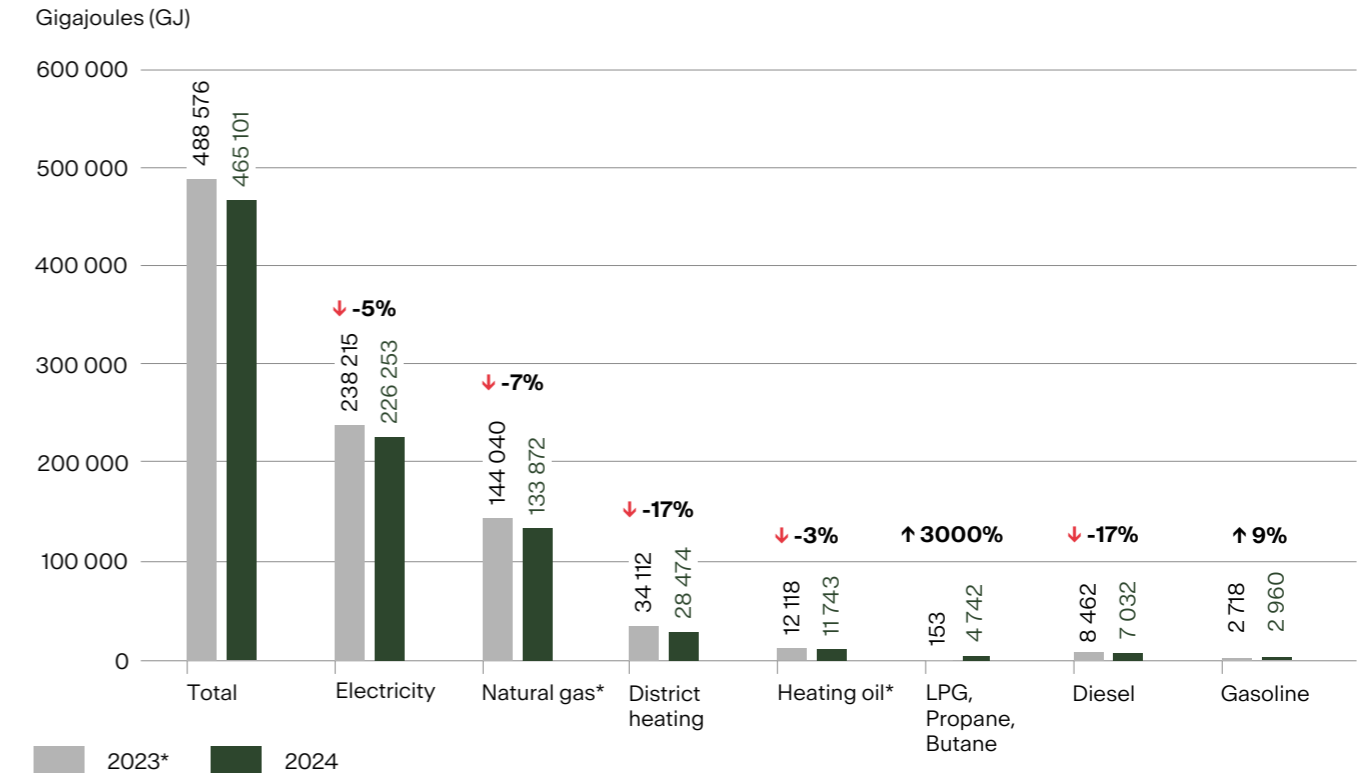
Franke's consumption of gasoline increased by 8.9 percent, largely due to three entities reporting their consumption for the first time (Franke Foodservice Systems Philippines, Franke Foodservice Systems Germany, and Franke Home Solutions UK). Over 85 percent of entities that had previously reported gasoline consumption had decreased their consumption compared to 2023.

Franke's consumption of diesel decreased by 16.9 percent, largely due to site closures at Franke Home Solutions Poland and Argentina; better grid availability enabling more electricity use for Franke Home Solutions India; the use of fewer diesel cars (own fleet) at Franke Coffee Systems Switzerland, Franke Home Solutions Romania and South Africa; and fewer external warehouse trips at Franke Foodservice Systems Germany.

The consumption data for LPG, propane, and butane increased by almost 3,000 percent, however this was due to more entities recording their consumption in 2024. We also included more granularity in the reporting as we now record each fuel separately, which enables us to use the specific emission factors for each refrigerant. The highest consumption of LPG occurred at Franke Home Solutions Slovakia, driven by uncertainty surrounding the availability of natural gas in the region.

Further details on the changes to Franke's energy consumption are provided on page 71 in Appendix II.

Franke's energy consumption in gigajoules



* Subsequent data amendments for 2023 data

Franke's Scope 3 emissions

Most of Franke's emissions are Scope 3 and generated through the use of our sold products (Category 11 in the GHG Protocol Scope 3 Standard). In 2024, this category amounted to 91.8 percent of our Scope 3 emissions. Other significant categories of emissions for Franke include those attributed to

the purchase of goods and services (Category 1), the capital goods needed for manufacturing our products (Category 2), and the logistics associated with these (Category 4). Many of the measures we have implemented in the past year to reduce our Scope 3 emissions are detailed in the next chapter on *Resource use and circularity*.

Scope 3 emissions breakdown

	UNIT	2024	2023	DIFF. 2024/2023
Cat. 1: Purchased goods and services*	Metric tons (t)	1 351 511	1 601 042	-15.6%
Cat. 2: Capital goods*	Metric tons (t)	79 188	39 964	98.0%
Cat. 4: Upstream transportation and distribution*	Metric tons (t)	60 890	132 320	-54.0%
Cat. 11: Use of sold products	Metric tons (t)	16 645 685	18 553 038	-10.3%
Scope 3 Total	Metric tons (t)	18 137 274	20 326 365	-10.8%

* Subsequent data amendments for 2023 data

Resource use and circularity

Our responsibility at Franke extends beyond climate considerations to safeguarding our natural resources and ecosystems. To drive these efforts, we aim to develop and maintain sustainable and circular consumption and production practices where possible. A key focus is on optimizing our resource use and favoring materials from renewable components or materials that can be recycled at end of use.

The Franke value chain

Supply chain		Locations		Products	
Raw materials	Components	Manufacturing	Sales	User	End of Life

People and resources are involved at every step of Franke's global value chain, providing us with an opportunity to manage our environmental and social impacts at multiple levels. This includes suppliers of raw and partly constructed materials, our manufacturing and sales operations, distribution of products, end users, and end-of-life disposal.

In terms of scale and scope, Franke's manufacturing plants and offices are located in 33 countries, while our products are exported to over 100 countries. Some products are sold directly to end users, for example global fast-food chains; other products are sold via intermediaries such as kitchen dealers, DIY stores, and home stores. Customers also include multinational corporations that rely on Franke as an original equipment manufacturer (OEM). Activities differ per division, as summarized in the following column, with further value chain activities detailed on page 61 in Appendix II.

Franke Home Solutions: provides intelligent systems and integrated solutions for residential kitchens. Its product range is dedicated to the enhancement of food preparation, cooking and preservation, water and indoor air quality treatment, dishwashing, and waste disposal. Its customers include kitchen studios, kitchen manufacturers, appliances distributors, pure players, and real estate developers. As an OEM, its range includes bespoke solutions tailored to client specifications.

Franke Foodservice Systems: supplies innovative kitchen facilities, equipment, and solutions for restaurant operators and food retailers. As a full-system manufacturer, distributor, and program management partner, it serves global chains in the quick-service restaurant and convenience store segments, helping them to manage unit growth and implement upgrades to their facilities. As an innovator of new technologies for professional kitchens, it develops products to meet evolving

needs in areas including dispensing, hot and cold food holding and transportation.

Franke Coffee Systems: develops and produces professional coffee machines and add-on solutions such as cooling units, cup warmers, and Flavor Stations. The products are individually

configured to specific customer needs. Its customers include baristas, hotels, restaurants, coffee shops, bakeries, convenience stores, and workplaces. Franke Coffee Systems develops and assembles its machines in Switzerland to ensure high quality and precision and distributes them worldwide.

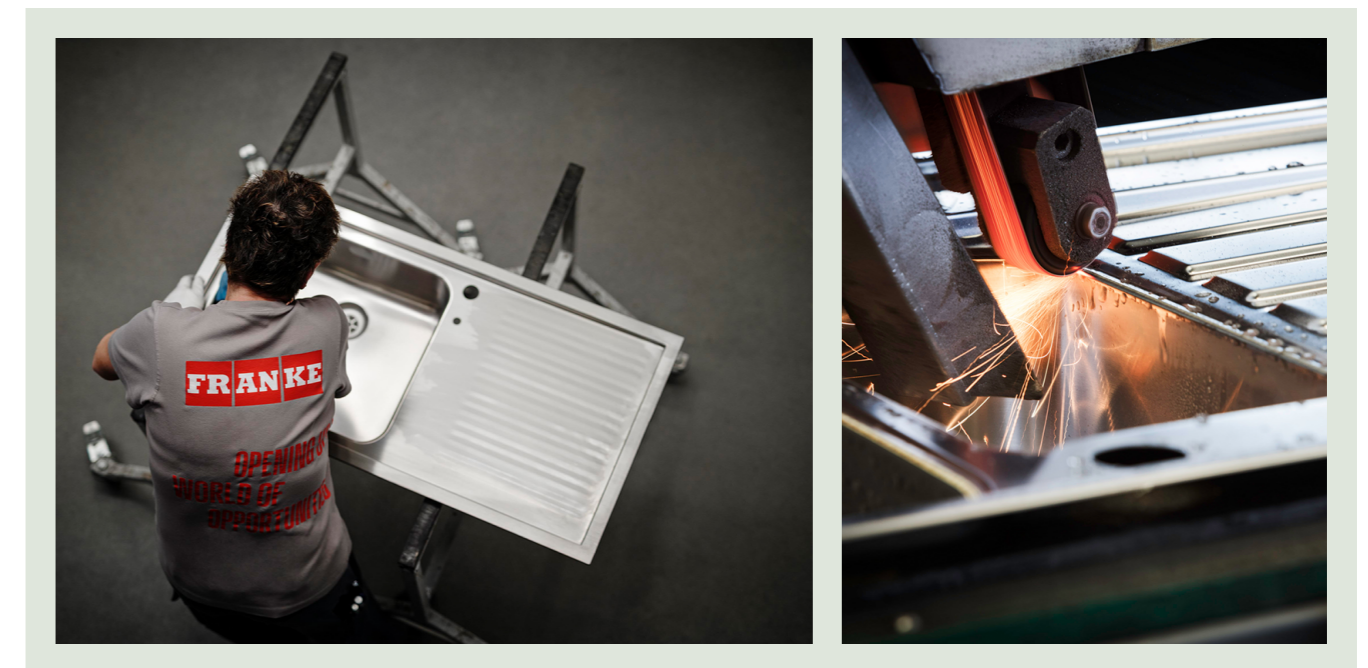
Resource use and materials

Franke's extensive range of products requires significant resources and production processes. Operating at this scale provides multiple opportunities for efficiency gains and shared learning across our plants. Even relatively small improvements are often magnified thanks to our size.

Systems (EMS). This framework supports us in enhancing the energy efficiency of our operations whilst supporting compliance with national and international environmental regulations. Our EMS also drives continuous improvement in resource efficiency and waste management. By the end of 2024, 91 percent (21 out of 23) of our production sites achieved ISO 14001 certification.²

Environmental management systems at Franke

To help us identify and manage the ecological effects of our activities, we utilize ISO 14001 Environmental Management



² Our total number of production sites decreased from 25 in 2023 to 23 in 2024 due to plant closures for Franke Home Solutions in Germany and in Mexico.

Resource use for production in 2024

The following table details the key production and packaging materials we used in 2024 in terms of volume (weight) compared to the previous year.

Materials by weight

USE OF MATERIALS	MATERIALS IN METRIC TONS (T)	2024	2023	DIFF. 2024/2023
Production	Stainless steel	18 226	17 622	3.4%
	Carbon and galvanized steel	9 228	9 228	0.0%
	MMA (methyl methacrylate), mostly used for acrylic	1 823	1 988	-8.3%
	Quartz	6 907	7 070	-2.3%
	SMC (sheet moulded compound), mostly used for fiber-reinforced plastics	1 337	1 502	-11.0%
	Plastic	4 256	4 908	-13.3%
	Brass	1 350	1 995	-32.3%
	Glass	1 400	1 300	7.7%
Packaging	Non-renewable packaging materials	1 314	2 463	-46.6%
	Total weight of non-renewable materials	45 842	48 076	-4.6%
	in % of total weight	55.1%	57.1%	-3.4%
Production	Renewable materials (e.g. wood)	417	229	82.1%
Packaging	Renewable packaging materials*	18 626	21 949	-15.1%
	Total weight of renewable materials	19 043	22 104	-13.8%
	in % of total weight	22.9%	26.2%	-12.8%
Production	Weight of semi-finished products	18 283	14 041	30.2%
	Total weight of materials	83 169	84 221	-1.2%

* Subsequent data corrections for 2023

Stainless steel use increased by 3.4 percent in 2024, with approximately 65.0 percent made from recycled scrap. This recycled content has increased since 2023 (then estimated at 49.5 percent), largely due to our stainless steel suppliers in Europe and the Americas significantly increasing the proportion of scrap materials used in their production.³

Carbon and galvanized steel use remained the same as in 2023; it is estimated that 21.3 percent of this was from recycled materials. According to our internal due diligence process, we are not importing any conflict minerals.

Notable decreases in materials included an 8.3 percent reduction in MMA (methyl methacrylate) and an 11.0 percent reduction in SMC (sheet moulded compound), largely due to a lower demand for sinks. We recorded a 13.3 percent reduction in plastic for production (of which 2.5 percent was

from recycled content). This reduction was due to decreased sales volumes and a different product mix compared to 2023. We also recorded a 32.3 percent reduction in brass, partly due to the replacement of some brass components with stainless steel. Our use of glass increased by 7.7 percent.

Our use of renewable materials for production, for example, wood, increased by 82.1 percent; however, these materials represent only a small proportion of all materials used in production, and since the quantities are very small, the change in absolute terms is small.

In 2024, our total consumption of non-renewable materials declined by 4.6 percent, while the use of renewable materials fell by 13.8 percent, primarily due to changes in demand for sinks.

³ We base our stainless steel composition (of recycled materials) on estimations using the general market average in Europe and the Americas; and for Asia, the percentage of recycled steel supplied by our largest steel supplier.

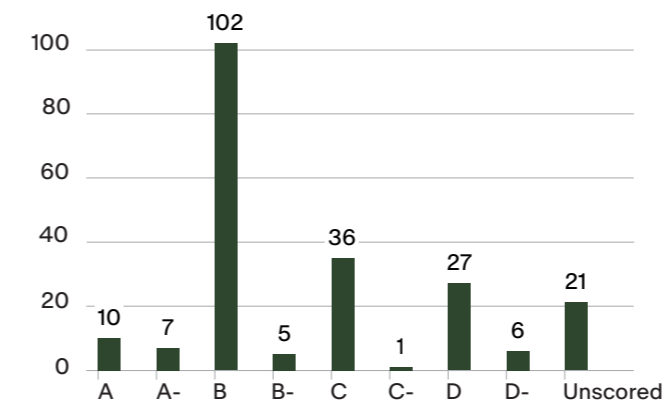
Sustainable procurement

When selecting suppliers, Franke checks how closely each firm is aligned with our own values: we aim to prioritize engagements with suppliers who seek to minimize their environmental impact, maximize positive social influence, and conduct their business in an ethical manner. Our sustainable procurement strategy comprises two key elements:

Ecological integrity: We actively collaborate with our suppliers to support collective progress on our environmental commitments. Annual webinars are conducted with key suppliers to inform them about our emissions reduction goals and encourage them to utilize CDP for transparent emissions reporting. In 2024, we invited 326 key suppliers to use CDP, and 66 percent of these submitted their data through the platform. Of those that submitted, 46 percent reported an emissions decrease in 2024, with the reduction totalling 11.22 million tons CO₂e.

In terms of overall environmental performance, the majority of our suppliers who disclose with CDP (47 percent) scored a 'B' through CDP's performance rating. Scores indicate the level of action reported by the company to assess and manage its environmental impacts during the reporting year. We plan to engage with those rated C and D in the future to examine ways to improve together.

Suppliers 2024 CDP scores



One example of Franke encouraging emission-reduction activities is demonstrated through our selection of transportation firms. As part of the evaluation process, Franke reviews each company's plans for fleet electrification, recognizing that even small improvements in transport sustainability can contribute to both environmental goals and cost efficiency.

Responsible sourcing: Franke's approach to identifying and managing risks to human and labour rights, as well as ensuring safe working conditions within our supply chain, is guided by policies and procedures defined by Sedex – the world's largest data platform for supply chain assessment. Our approach incorporates pre-screening assessments to verify that we are compliant with existing regulatory requirements across our supply chain. For suppliers located in areas identified as higher risk for child labour, forced labour, conflict minerals or deforestation, we encourage them to use the Sedex system, offering onboarding webinars and requesting they complete an extensive self-assessment questionnaire for their production sites. A set of KPIs helps us assess their responses based on five focus areas: Business Ethics, Environmental Impact, Health & Safety, Labour Standards, and Management Systems. Based on these results, we can create tailored action plans to improve together, with progress assessed through periodic ethical audits (SMETA). By the end of 2024, we had fully onboarded over 90 suppliers into Sedex and are working to increase this further. We also utilize Dun & Bradstreet database to ensure suppliers demonstrate financial soundness.

Every supplier signs our Supplier Code of Conduct, which sets out our environmental expectations. These include increasing energy and resource efficiency and complying with all applicable environmental laws, including taking precautionary measures to manage environmental challenges.

Please see Appendix II for further information on our responsible sourcing methods.

Responsible packaging and distribution

Another core component of our approach is to reduce the environmental impact of the packaging we use at Franke. 93.4 percent of all Franke's packaging in 2024 was renewable, compared to 89.9 percent in 2023. We are continuing to phase out the use of Styrofoam by implementing cardboard packaging solutions. This, combined with further efforts to

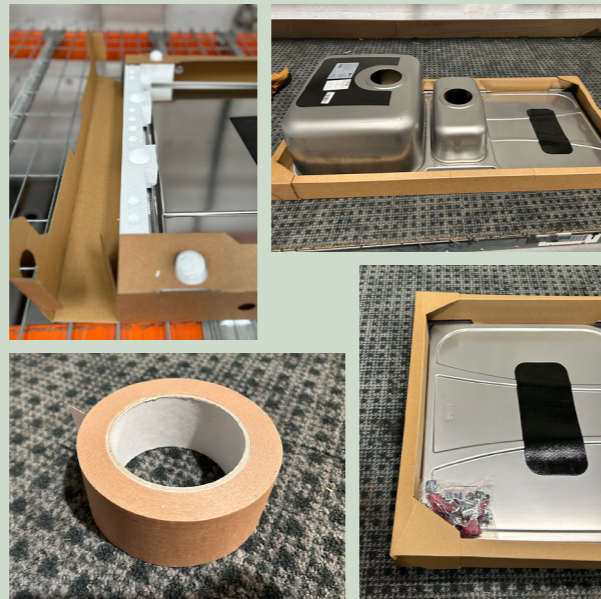
switch to more recyclable and renewable forms of packaging, meant that Franke's use of non-renewable materials for packaging decreased by 46.6 percent in 2024. Due to lower production volumes, our use of renewable materials for packaging also fell, but by a less significant amount (15.1 percent).

LOCAL INITIATIVE

Reducing plastic packaging

To cater to the growing sustainability requirements of our customers, Franke has established various initiatives to reduce its plastic packaging. Franke UK worked closely with central category management and procurement colleagues as well as suppliers in Italy to replace polystyrene end caps and plastic bags from our sinks, as well as black foam from our taps, with recyclable alternatives. As a result, we have switched the packaging of over nine sink ranges to cardboard. Not only does this contribute to our environmental goals, it also helps us reduce the cost of supply, storage, and handling, as cardboard takes up less space than the bulkier foam and polystyrene options. Based on internal estimates, these efforts help us avoid sending over 14,500 plastic components to landfill annually.

In the UK, we are avoiding around 750 kg of plastic per year by replacing non-recyclable plastic tape with a recycled FSC-approved paper version for all UK-packed boxes and sinks.



Transportation efficiency gains

Standardizing Franke's distribution processes can help us avoid or reduce emissions; for example, optimizing delivery loads to avoid empty runs. In the past year, we achieved significant increases in efficiency thanks to the introduction of double-decker trucks in Slovakia that can carry larger loads of up to 70 percent more goods, thus significantly reducing the number of journeys needed and lowering the resulting Scope 3 emissions.

Reusable pallet projects

As part of our commitment to reducing resource use and increasing circularity in our operations, we initiated two pilot projects in 2023 to optimize our pallet use, and these pilots continued into 2024.

Franke Home Solutions trialed a project in France, working together with our customers to keep the pallets in service by reusing them. This approach aims to drive numerous benefits: reducing the need for ordering new pallets, utilising the free

space in our delivery transportation on return journeys from the customer, and freeing up warehousing space due to the overall lower number of pallets in our inventory.

A further pilot project for modular, reusable pallets was launched at the Franke plant in Strečno, Slovakia, with the goal of improving transport efficiency and reducing emissions. While the concept offered theoretical environmental benefits,

the modular solution proved operationally challenging in practice and was not scaled beyond the testing phase. In parallel, the site evaluated more pragmatic alternatives and initiated a pilot with key customers to implement a closed-loop system based on the reuse of standard wooden pallets - aiming for both environmental and logistical benefits through continuous pallet returns.

Resource efficiency and product lifespans

By designing resource-efficient products of the highest quality, we can empower our customers in more sustainable ways of living as well as progress towards Franke's own resource optimization ambitions. Some examples of recent innovations and actions include:

Reducing milk waste during product use

An adjustment to Franke Coffee Systems' A-line machines is helping reduce food waste. By extending the interval between rinse cycles from 15 minutes to 30 minutes, milk waste can be reduced by around one-third on average. To allow for this longer interval without any negative impacts on hygiene, we utilize a high-temperature regeneration method, where certain machine components are heated to 125°C to remove any potential milk residue. Extensive testing has ensured this remains strictly within safe hygiene parameters, with no negative impact on the lifespan of the machines detected.



Repurposing spent coffee grounds during product testing

To ensure the highest quality and reliability of our coffee machines, we conduct extensive endurance tests in our dedicated laboratory. These tests generate a significant amount of coffee grounds as a by-product. Rather than discarding this valuable resource, we collaborate with a regional partner who repurposes the coffee grounds in a sustainable way. Through a biogas plant, the grounds are converted into renewable energy (biogas) and nutrient-rich fertilizer (fermentation residue). This process helps contribute to a more circular economy.

Helping customers avoid plastic bottles, reduce water waste and optimize energy use

Franke's innovative home water solutions, such as the award-winning Mythos Water Hub, the Maris Water Hub and Clear Water Multifunctional Taps, help reduce the need for plastic bottles by providing clean, filtered water straight from the tap. The instant boiling water function of the Mythos/Maris Water Hub also helps to reduce unnecessary energy use as customers take only what they need, rather than using a traditional kettle. Some Franke taps are equipped with the Eco Cartridge, featuring a stepped lever which opens the water valve halfway by default. This reduces water flow by up to 50 percent, helping customers reduce their potential water waste.

Extending product lifespans and understanding full lifecycle emissions

Franke's commitment to creating high-quality, reliable, and durable products helps to extend their lifespans and avoid unnecessary emissions from early disposal, frequent maintenance and replacement of components within the products.

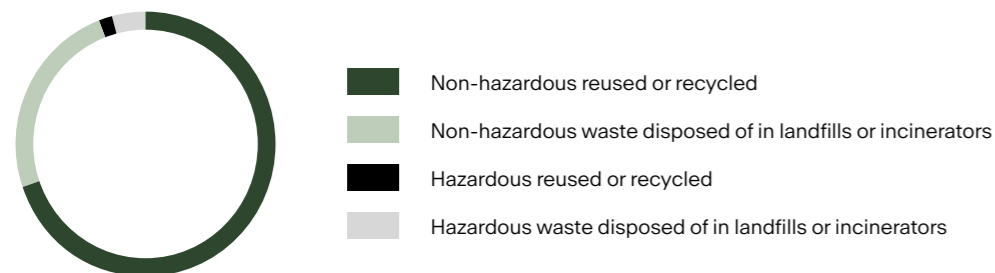
We also continue conducting Product Lifecycle Assessments (PLCAs) for some of our most popular product ranges, such as our cooker hoods, to gain a more accurate picture of the emissions associated with the full lifecycle of our products. We expect to provide more details on these PLCAs in the coming years.

Waste management

Managing waste is a crucial part of any organization's responsible resource use. Franke's waste strategy is first, to minimize the amount of waste produced during production. We do this by continuously developing resource-efficient

methods and process optimizations. For the waste we cannot avoid, we use safe and responsible methods for disposal, recycling wherever possible, and minimizing the amount we send to landfill or incineration.

Waste disposal methods



Waste

	UNIT	2024	2023	DIFF. 2024/2023
Non-hazardous waste recycled	Metric tons (t)	12 907	15 327	-15.8%
Non-hazardous waste disposed of in landfills or incinerators	Metric tons (t)	4 496	3 661	22.8%
Non-hazardous waste total	Metric tons (t)	17 404	18 988	-8.3%
in % of total weight	%	94.3%	94.9%	-0.6%
Hazardous waste recycled	Metric tons (t)	298	132	125.8%
Hazardous waste disposed of in landfills or incinerators	Metric tons (t)	749	895	-16.3%
Hazardous waste total	Metric tons (t)	1 047	1 027	2.0%
in % of total weight	%	5.7%	5.1%	10.6%
Total waste	Metric tons (t)	18 451	20 015	-7.8%
Share of reused or recycled waste	%	71.6%	77.2%	-7.3%
Relative waste	t/m CHF	8.3	8.3	0.8%

Franke's total waste reduced by 7.8 percent in 2024 compared to 2023. The majority of Franke's waste (94.3 percent) was

non-hazardous. Of the non-hazardous waste, 74.2 percent was recycled. Of the hazardous waste, 28.5 percent was recycled.

Safety and occupational health

Safety is one of our top priorities at Franke. We are committed to preventing harm and promoting good health and wellbeing. We put people first and act responsibly, principles deeply rooted in our company values. We also believe safety is everyone's responsibility. As such, we aim to anchor safety and health in our culture, our mindset and our behaviors as a pre-condition of how we work.



Our people

Our proactive safety-first culture

We seek to proactively prevent accidents, continuously finding smarter, safer ways to operate. Following our safety culture assessment in 2023, we doubled down on our safety approach, reemphasizing our aspiration of zero accidents. We established a plan to strengthen our safety practices further, and these efforts – described on the following pages – are already showing positive results: our rate of recordable work injuries in 2024 decreased by 31.4 percent compared to the previous year.⁴

Empowering our employees with the Franke Safety First Program

In 2024, we launched a new safety program, empowering our employees to take responsibility for their individual and collective safety. The Franke Safety First program has two core aspects: to improve safety measures in place across all Franke locations and to reinforce the safety-first mindset and behaviors among all Franke employees, in every location and setting.

The five Franke safety behaviors:

1. Master your craft, including the risks and the safety procedures that come with it.
2. Think first, act second.
3. Speak up to report safety hazards and unsafe conduct.
4. Embrace feedback.
5. Be the safety hero – lead by example and be accountable for your actions and their impact.

Our safety initiatives are underpinned by our leaders: we expect them to be role models for a safety-first mindset and to communicate openly with employees about our goals and expectations. This helps us ensure we all take responsibility for safety at Franke. In April 2024, we initiated our Safety Culture Activation Program with the Franke Global Leadership Team. Around 80 leaders gathered for the annual event, which included a major focus on Franke's safety principles and behaviors.

The biggest safety and health initiative in 2024 was the rollout of our train-the-trainer program for all operational management teams. The program covers risk assessments, safety leadership,

⁴ This data is only for Franke Home Solutions and Food Service Systems production and warehousing facilities. Franke Coffee Systems and office facilities are not included.

as well as selected "Life-Saving Principles" that help to maintain safe workplaces and prevent accidents. We focused on embedding two of these principles fully into our processes during the year: LOTOTO (Lock out, try out, tag out), and Internal transport and warehouse management standards.

These seven "Life-Saving Principles" provide better protection against accidents, and apply to all Franke locations worldwide.



I act safe

Prevent slips, trips and falls, cuts and burns



LOTOTO

Prevent entrapment in our machines



Working at heights

Prevent accidents when working at heights



Internal transport and warehouse management

Ensure strict separation between pedestrians and vehicles like forklift trucks



Permit to work

Ensure communication regarding risks of activities



Confined spaces

Prevent suffocation



Road safety

Protect our people and stay focused whilst driving

We continued the rollout of risk assessments and standards for equipment at all Franke locations and defined priorities and timelines for implementing new standards, for example, on road safety, and standards in office and production environments.

Various investments have been made to improve our machines (such as lasers, bending machines and presses) in close cooperation with our suppliers according to our safety standards. Equipment such as forklifts, storage racks and our loading and unloading bays are also being upgraded to a higher safety standard.

Embedding a safety-first mindset at Franke

We want all our employees to sharpen their ability to spot potential dangers. Communication is essential to develop this type of awareness. We want to create an environment where everyone, regardless of their level of seniority, is encouraged to propose improvements to protect themselves and their colleagues.

We have established a safety-first toolkit of webinars and training courses providing specific guidance for our leaders and employees. Key aspects of safety have been integrated into our employee journeys, beginning with onboarding and continuing through ongoing training. Emphasis was placed on office safety and health in 2024 (following a stronger focus on production locations in 2023), and we unveiled our roadmap and initiatives for our office-based employees.

In 2024, we appointed around 50 new safety ambassadors across Franke locations. In 2025, these ambassadors will learn vital safety coaching skills and effective change management communications to help drive our safety activities together with leadership and safety leads across Franke.

To measure employee engagement with our safety initiatives, we included safety questions in our 2024 Pulse Check and included safety exercises in team workshops to encourage commitment and priority setting across all levels. To reward teams for their safety excellence, we designed a new Safety Award, presented annually to Franke locations that achieve at least one year with zero accidents.

Incident reporting and observations

If a work-related safety and health incident occurs, our formal incident reporting and investigation process provides steps and timeframes which must be followed. See Appendix II, page 73 for more details on this process. Our safety policy also involves conducting a root cause analysis and taking measures to prevent similar incidents from happening in the future.

Furthermore, our Digital Shop Floor Management System (DSFM), launched in 2022, enables employees across the Franke Group to register safety observations (including near misses and accidents) in an agile way, helping facilitate efficient and speedy decision making on safety aspects.

Our management team members also execute "Safety Gemba walks" in which they observe employees at work on the shop floor. During a timeout, they discuss with them how operational risks are managed and how this process can be optimized. In this way, our employees can openly discuss difficult situations and dangers, as well as their own errors, so that they can learn from them.

Safety governance

Our safety measures and progress are further strengthened through our new Global Safety Governance Committee. We also apply ongoing safety maturity assessments and have introduced monthly Safety Calls in all business units.

All of Franke's operational locations are assessed applying a safety maturity protocol covering eight elements:

1. Safety culture
2. Governance, communication and training
3. Risk management
4. Task level instruction
5. Organization and infrastructure including housekeeping and the 5S lean manufacturing tool⁵
6. Driver for safety
7. Safety culture maturity status
8. Safety ambition

To support the ongoing management of safety and health risks and ensure continuous improvement, we implement the ISO 45001 Occupational Health and Safety Management Systems Standard, with 91 percent (21 out of 23) of our production sites certified. We aim to reach 100 percent in the coming years.

Local safety and health initiatives

Franke sites worldwide are implementing measures identified in our 2023 analysis to reduce the risk of serious accidents, with examples from various divisions and locations below.

Poland: At Franke Foodservice Systems Poland, fire prevention was the focus of a month-long campaign. Over 260 employees participated in evacuation drills and workshops led by firefighters, while 132 took part in fire extinguisher training.

Switzerland: Franke Coffee Systems in Aarburg held a safety day for teams in Production, Logistics and Quality Assurance. The event featured risk assessment briefings and six workshops covering topics from LOTOTO to personal safety.

Philippines: A safety month was held to increase employee awareness and engagement around Franke's goal of zero accidents. Activities included various training courses for local emergency units and a safety poster competition.

UK: Regular meetings with safety and health officers and risk analyses of the locations at Franke Home Solutions in Manchester took place as well as town hall meetings and training courses for employees across a range of safety topics. Each UK location also has its own first aid officer and a fire prevention officer.

Slovakia: The engineering team at Franke Slovakia has achieved significant progress in the areas of ergonomics and safety at work by purchasing a "universal grabber" that can pick up and move the wide range of products manufactured in Strečno. This reduces the risk of employees suffering from physical strain and fosters equality in the workplace since this innovation allows the company to hire more female employees in production, which in turn has a positive impact on diversity, flexibility, and productivity.

⁵ Standard operational practices to ensure efficient, repeatable, safe ways of working.

Our people's wellbeing

Mental wellbeing plays an equally important role in our people's overall health and their ability to thrive at Franke. Wellbeing initiatives are developed on a local level across the Franke Group, specific to the needs of the region. For example, in the UK, Slovakia, Poland, and more recently in China and Singapore, we have Employee Assistance Programs (EAPs) in place to support a range of needs. These include the option of counselling and advice for both work-related and non-work-related topics, and more general guidance on wellbeing.

Examples of other local initiatives include:

Switzerland: Fit4Franke program to encourage physical health, a Health & Leadership program to increase awareness about healthy leadership practices that promote mental wellbeing.

Germany: Annual health day, annual marathon, a bike to work scheme.

Romania: Gym membership, fitness machines on-site.

Sweden: Massages, guidance for back strengthening exercises, hotline for counselling, financial contributions to health-related activities.

South Africa: Annual wellness day.

Canada: Healthy snacks, wellness fairs, annual budget for fitness equipment and gym memberships.

Mexico: "Calisthenics" (strength training), on-site checkups by doctors.

UK: Trainings and workshops to foster a culture of wellness such as stress management training, menopause awareness workshops, and feedback workshops for a constructive feedback culture.

US: Discount for checkups (dentist, opticians, mammograms), on-site medical clinic, fruits and healthy snacks on Fridays, mental health training for employees and leaders, yoga lessons.

APAC: On-site gym, health seminars, Chinese kung fu trainings, medical check-ups and insurance, quarterly mental health sessions and a communication board with tips for good mental health.

LOCAL INITIATIVE

Health Day at Franke USA

Each year, Franke USA hosts a Health Day, allowing employees to benefit from health checks and learn about the importance of everyday health, wellbeing and preventative care. The event is organized like a trade fair with different stands and providers, and it gives employees various opportunities to consult with fitness trainers, physiotherapists, doctors, and nutrition specialists. The costs of the consultations and check-ups are covered by Franke's occupational health insurance scheme.



Training and education

At Franke, we take pride in fostering a culture of continuous learning and development. We aim to create transformational learning experiences and build a learning culture that empowers our employees to take ownership of their development. We believe this is a key driver of both employee engagement and our collective success at Franke.

Training and development programs

We invest in tools and programs that help our people thrive, no matter their role, level, or career stage. At the heart of this is the Franke Academy, open to all employees. It offers a wide range of professional and personal development courses. As a global guideline, we recommend our office-based employees invest two hours a month in learning. We believe developing a habit of lifelong learning is key to staying competitive in an ever-changing global market.

accelerate their readiness for the next steps in their careers. In 2024, 18 participants took part in the 18-month program. The program consists of three modules, each lasting 2.5 days, during which participants develop and apply their skills to live business projects while engaging with senior leaders. Their final presentation to the Management Board took place in early 2025.

Leadership Development Programs

Our Leadership Development Programs (LDPs) aim to develop Franke leaders to confidently manage the business, focusing on skills, behaviors, and ways to embody and promote the One Franke culture. We further developed our LDP offerings in 2024, launching a series of masterclasses for LDP Alumni, covering topics such as career development, recruitment, and talent management. Over 400 leaders took part in at least one masterclass during the year, and we plan to further develop this offering for all LDP members in 2025. In addition, 272 participants completed LDP training for the first time in 2024, expanding the reach and impact of our leadership development efforts.

Graduate and Early Careers Program



Our Graduate and Early Careers Program (GEC) paves the way for new talent at Franke. Over the course of 18 months, recent graduates are prepared for future roles, gaining experience through global and local projects, and exposure to various management levels. Supported by individual coaching and mentorship, GEC participants are given a safe space for

One Franke Talent Program

The One Franke Talent Program (OFTP) is designed for high potential talent, nominated by senior management, to

professional growth. The program currently has a community of 15 participants who are either actively enrolled or have successfully completed it. In 2024, three new hires joined the program, while five participants graduated – all of whom were promoted internally.

Apprenticeships and educational partnerships

Franke provides practical training to students and school/college leavers through its apprenticeship programs in Switzerland and Germany, teaching valuable skills and introducing the students to possible future career opportunities. In 2024, 103 apprentices were enrolled, with 31 of these joining the program that year. We also maintain educational partnerships with schools, colleges, and universities in a variety of countries in Europe and the US.

Additional learning and development offerings

We provide a range of additional offerings to help our people grow and develop professionally, including:

LinkedIn Learning: Franke offers free access to expert-led courses via the LinkedIn Learning platform to foster professional and personal development. The offering is available to all employees with a Franke e-mail address. In 2024, we hosted a LinkedIn Learning competition, featured the platform in webinars and highlighted it in our internal OneFranke Magazine. This led to a 121 percent increase in average employees' time on the platform, totaling more than 6,800 hours. The most common skills learned included critical thinking, emotional

intelligence, leadership, project management, communication, and personal development.

“From technical skills, leadership and teambuilding to personal development: LinkedIn Learning enables personalized learning experiences and ensures that employees always have the latest knowledge in their area of specialization.” – Fabian Boos, Global Head Learning and Development at Franke.

Sales Excellence training: Franke Coffee Systems runs regular sales training for employees to help them excel in their roles. Around 100 Franke employees and distribution partners took part in customized in-person sales methodology training in 2024, and we are looking to provide similar training to our other Franke divisions in the coming years.

Business Coaching: We renewed our contract with a global coaching provider in 2024 to continue providing highly individualized business coaching for eligible leaders and employees. The aim is to empower growth, enhance leadership skills, and foster positive change within Franke. 50 employees received a total of 300 hours of coaching through the program in 2024.

Franke Project Management training: This training helps our employees develop the skills to run efficient and effective projects under an aligned methodology and language, thereby driving our strategic projects and delivering defined results. 102 employees were trained in project management skills during 2024.

English language training: We continue to offer English language training to non-native English-speaking employees. In 2024, Franke employees spent over 1,000 hours on English-First (EF) language courses.

GROUP INITIATIVE

One Franke Learning Weeks

As we seek to reinforce our culture of continuous learning, we launched a new virtual event in 2024, the One Franke Learning Weeks. Held over two weeks in October, the event featured interactive webinars and insights sessions with internal and external speakers to expand our knowledge and inspire a culture of learning and innovation. Topics included Franke's sustainability journey, cybersecurity, safety and health, intercultural communication skills, project management, wellbeing tips, and more. The virtual setting ensured accessibility for all who wished to participate across Franke locations worldwide. Around 900 people took part, demonstrating strong engagement across the Franke Group.

Talent management and career development

We know from our Pulse Checks and from our one-to-one dialogues with employees that supporting our people in their career development is crucial for their wellbeing and engagement. It also helps us maintain a strong pipeline of dedicated future leaders and experts.

We continued investing in our Talent Management and Succession Plan activities in 2024, developing individualized career paths for our employees and promoting from within wherever possible. 50 percent of our Global Leadership Team (GLT) member vacancies were filled through internal promotions during the year.

Talent Management and Succession Plan

We are committed to providing transparency and clarity around career opportunities at Franke, and to empowering our employees to take ownership of their development. This year, around 1,915 employees participated in our talent sessions. During these sessions, managers discuss team members' performance and development pathways, while also identifying potential successors for roles within the organization.

This year, we also focused on initiatives to enable more internal promotions. This included creating more visibility over new job

openings through newsletters and career alerts and launching an internal application process. We also shared career guidance on our intranet along with engaging content such as videos and stories to highlight various career paths at Franke.

My Contribution Dialogue

The My Contribution Dialogue forms another key part of talent management at Franke, supporting employees and managers in discussing four key topics: performance goals, living Franke's culture, development opportunities, and career aspirations. The My Contribution Dialogue gives guidance to both employees and managers on how to approach such conversations, while empowering them to adapt the format to their needs. It encourages employees to take ownership of these discussions and promotes timely, relevant exchanges, moving away from traditional, one-sided annual appraisals toward a more dynamic and collaborative approach.

In 2024, over 4,000 of Franke's employees had at least one documented dialogue with their managers, while more than 1,400 of Franke's employees (19.5 percent of eligible employees) had set at least one goal or activity through the tool. Many more such conversations continue to take place using paper-based methods, especially at production sites.

Employee insights

Each year, Franke takes the pulse of its global workforce to gauge their views on key topics, such as employee engagement and safety culture. In 2024, more than 5,800 employees took part in the Pulse Check survey – a 38 percent increase from the previous year. Overall, Franke scored 64 percent on engagement. Scores of above 50 percent reflect a positive attitude among staff, according to external benchmarking studies. For details on how the engagement score is calculated, see page 33 of the 2023 Franke Sustainability Report.

The Pulse Check helps us understand not only how engaged our people are, but also what drives their engagement. For example, we have learned that career and growth

opportunities are perceived by employees as key factors shaping individual engagement. Furthermore, the Pulse Check also provides employees with a voice, allowing them to share their experiences and offer feedback, which is a valuable opportunity to clarify expectations and ensure we're aligned in supporting our people's success.

“We are pleased to see so many employees sharing their views through the pulse checks. While the response rate in office areas rose by 10 percent, to more than 85 percent this year, in production and warehousing it soared from 25 to 60 percent – a very encouraging result.” – Sahin Yilmaz, Global Head of People & Change at Franke.

Product responsibility and sustainable innovation

Responsibility and innovation are built into Franke's DNA. We transform change into opportunities to shape a better way of living. We create high-quality, safe, efficient, and elegant products that simplify and enrich people's lives. Our spirit of innovation is reflected in our company value, "We deliver outstanding solutions". We have a passion for challenging the status quo, pioneering new concepts, and utilizing data, insights, and best practices to improve our processes and products.

Quality management and product safety

We set the bar high when it comes to quality management and product safety – these elements are integral to our business and our reputation. We apply a precautionary approach to product design and production, prioritizing risk prevention over remediation.

Quality management systems at Franke

A robust quality management system helps us maintain the consistency of our products, ensuring we comply with all relevant technical and food safety standards. Franke's Head of Quality is responsible for coordinating the group-wide Quality, R&D, Procurement, Production, Assurance, Control and improvement activities; while various other departments also play a key role in product responsibility: Product Development, Marketing, Risk Management, Engineering, Supply Chain and Legal.

All but one of our production sites are certified according to the internationally recognized ISO 9001 Quality Management System. We are working hard to ensure the remaining site in Mexico gains certification. Our systems also help us drive continuous improvements to meet our customers' needs and deliver outstanding solutions.

Quality assurance and product performance

We also implement specific quality assurance measures for product development and production. For example, we piloted a global computer-aided quality system and a Quality document management system in 2024, and we use failure mode and effects analyses (FMEA) to enhance the technical reliability of our products. Products that fail our internal tests undergo a revision process or, if they have major defects, are disassembled and their raw materials are recycled as much as possible. We track process quality by collecting data on our scrap materials generated from this process.



Society

To track product performance once our products reach consumers, we use an indicator that measures the number of defective products based on customer complaints received within the warranty period.⁶ This gives us our service call

rate: the percentage of defective products compared to the total number of products sold.⁷ We maintained a low service call rate of 1.35 in 2024, demonstrating our continuous commitment to high-quality standards.

Sustainable innovation

Sustainable innovation is crucial for the long-term growth and success of Franke. The development of more resource-efficient and responsible products and production practices enables our business customers to meet the evolving expectations of their own customers in a sustainable manner. It enhances business profitability for Franke and ensures job security for our people.

We also actively seek customer feedback on our products through surveys, either conducted independently or through standardized third-party surveys. This helps us identify areas for improvement, for which we develop routine plans to guide our continuous development.

We invest in research and development to help innovate more energy efficient production processes and generate less waste. We also seek to innovate products that consume fewer resources during their lifespans, to meet sustainability demands of today and the future. Some examples of our latest innovations are detailed below.

minimize water and energy consumption compared to kettles by dispensing the exact amount of required boiling water.

Beyond this, Franke Home Solutions introduced four new models of Hob Extractors which combine an induction hob with an extractor, creating more versatility and functionality for our customers. All of Franke's Hob Extractors are highly efficient, featuring energy classes ranging from A+ to A+++.



Franke Home Solutions innovations in 2024

Franke Home Solutions enhanced its range of multifunctional taps with the introduction of Mythos Water Hub in 2024, an innovative 6-in-1 home water solution that allows users to easily choose between hot or cold water and four filtered water functions: instant boiling, chilled, ambient, and sparkling.

By providing instant filtered chilled, ambient, and sparkling water directly from the tap, Mythos Water Hub helps eliminate the need for plastic bottled water, thereby reducing some of the environmental impact associated with drinking water consumption. Moreover, the boiling water function can

Franke Foodservices Systems innovations in 2024

In the second half of 2024, Franke Foodservices Systems introduced a next-generation dispenser for frozen products to enable greater efficiency. A global project team spent three years working on the design that ensures frozen foods don't begin to thaw before cooking. This means that they absorb less fat and are crisper while, at the same time, reducing the amount of frying oil required. The automatic filling of the fry baskets can be programmed in batch sizes and is more efficient and hygienic than filling them by hand.


















Franke Foodservices Systems also introduced a new automatic salter that seamlessly bolts onto existing fries bagging stations, providing a consistent portion and salting pattern and ultimately a better taste experience for the customer. Both product innovations not only promise better

quality and tastier food, but they also benefit restaurant operators thanks to their ease of installation, user-friendliness, and time-saving processes.

A further innovation from Franke Foodservice Systems is the Franke Transporter – a core system for quick-service restaurants that automates and accelerates the movement of prepared meals from the kitchen to the point of service. The new design reduces the amount of noise emitted by the transporter by 75 percent, thus creating a more pleasant working environment for employees. In addition, Franke engineers have boosted the load capacity of the transport baskets by 200 percent, with additional stabilization features, meaning they can also be used to transport drinks. This perfectly demonstrates Franke's commitment to deliver outstanding solutions resulting from global collaboration, innovation, and technical expertise.

Awards

Mythos Water Hub	Mythos-Masterpiece Tap	Mythos Vertical Pro	Icon-Semi-Pro Tap	Active-Twist Tap
				
				
				

LOCAL INITIATIVE



Champion of Sustainability Award for Faber Italy

Faber Italy received the Champion of Sustainability 2024-2025 award from the German Institute for Quality and Finance (ITQF) for its commitment to ESG initiatives. The award recognizes a company's efforts towards sustainability and ethics, with special attention to actions relating to environmental, social, and governance principles. The award adds validation to Faber's aims of ensuring a better future for all, particularly its focus on air purification.

⁶ Not all data on defective products is available as some of our markets discharge product liability to intermediaries (dealers).
⁷ KPIs are taken from the division instead of at Group level to improve the quality of data. Markets or product groups are disregarded if not enough data is available.

Community engagement

At Franke, sustainability means shaping a better future. We are committed to making a meaningful difference, not just for our employees, suppliers, and customers, but for society as a whole. By aligning our efforts with the core values that define Franke, we invest in impactful social projects and channel our resources to where they matter most.

Supporting clean cooking in Cambodia and Nepal

In 2024, we strengthened this commitment by partnering with the international development aid organization SNV to support its transformative “Smoke-Free Village” program in Cambodia and Nepal. This initiative aims to encourage and enable rural communities to transition from traditional firewood and charcoal cooking to clean, smoke-free alternatives, significantly improving health and reducing environmental harm.

The health and environmental impacts of traditional cooking methods

Globally, more than two billion people worldwide still rely on open fires, inefficient wood or charcoal stoves for daily cooking. The consequences are severe: according to the World Health Organization (WHO), exposure to indoor air pollution from these methods leads to 3.2 million premature deaths annually, with women and children disproportionately affected.⁸

In addition to the human cost, the environmental impact is significant. Traditional cooking methods generate climate-harming emissions comparable to the global airline industry,⁹ contributing to climate change and deforestation.

Demonstrating the benefits of gas and electric cooking

Achieving lasting change requires strong engagement and behavioral transformation. **“Cooking is a deeply cultural act.”**

“We cook in the way that we have learned from our parents and grandparents,” says Bastiaan Teune, Sector Leader and Senior Advisor, Renewable Energy at SNV. This is particularly evident in Cambodia, where 68 percent of households still cook with firewood, despite 92 percent having access to electricity. Transitioning to cleaner cooking methods could save families 5–15 US dollars per month, but adoption hinges on awareness, cultural acceptance, and a sense of ownership.

To drive engagement the “Smoke-Free Village” program consists of three elements:

- An extensive behavior change program comprising outreach activities such as village meetings, cooking fairs, door-to-door visits, and school events.
- A selection of electric and LPG cookstoves and connections to local dealers.
- Targeted subsidies for extremely poor households to ensure no one is left behind.



Rather than distributing cookstoves free of charge, a comprehensive behavior change program encourages

self-purchase through local dealers. Experience has shown that the purchase of cookstoves creates a greater sense of ownership and increases the actual use significantly. While the cookstoves are priced affordably, (between 15-80 US dollars), SNV is currently piloting targeted subsidies to support the most vulnerable households, ensuring inclusive access.

Measurable progress in 2024

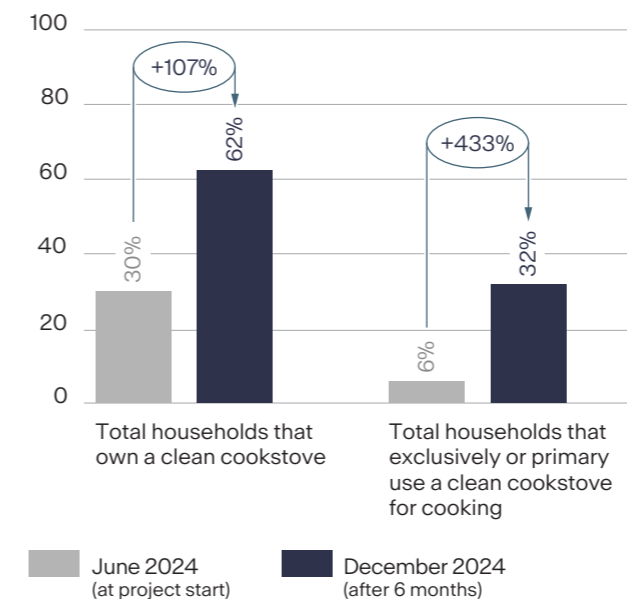
Since the start of the behavior change campaign in July 2024, SNV, in partnership with local authorities and dedicated women’s councils, has conducted over 570 outreach activities across 31 Cambodian villages, reaching around 9,600 people. These include community meetings, school-based “Clean Cooking Days,” cooking demonstrations, home visits, and blind tastings that help dispel concerns about flavor changes with new cooking methods.

The impact has been significant:

- 4,886 clean cookstoves were purchased by December 2024.
- Clean cookstove ownership rose from 30 to 62 percent across households.
- Households primarily or exclusively cooking with clean stoves increased from 6 to 32 percent
- As a result, approximately 14,000 additional people are now benefiting from significantly healthier, smoke-free or primarily smoke-free cooking.

Clean cookstove ownership and usage

(of total 12,761 households with 53,596 people)



Looking ahead

Building on this success, Franke will continue supporting the project in the 31 Cambodian villages through to March 2026. In parallel, a second Smoke-Free Village project, financed by Franke, was launched in early 2025, with support extending to Nepal through to the end of 2026.

“We wanted to support a project that directly links to our business purpose. Through Franke’s hoods and air purifiers, we help clean the air in millions of homes and thousands of industrial kitchens worldwide. This project follows a similar purpose: ensuring clean air in homes to improve people’s health and well-being, while also contributing to crucial climate efforts.” – Marc Jaberg, Program Manager.

⁸ Source: [World Health Organization \(WHO\)](#)
⁹ Source: [WHO](#)

Appendix I: Global Reporting Initiative (GRI)

GRI 1 USED	GRI 1: Foundation 2021.
APPLICABLE GRI SECTOR STANDARD(S)	None.
TOPIC STANDARDS USED	GRI 301 Materials 2016, GRI 302: Energy 2016, GRI 305: Emissions 2016, GRI 306: Waste 2020, GRI 403: Occupational Health and Safety 2018, GRI 404: Training and Education 2016, GRI 416: Customer Health and Safety 2016 and 417: Marketing and Labeling 2016.
LEGEND	SR: Sustainability Report 2024.

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
General disclosures				
2-1 Organizational details	a. Legal name	Franke Holding AG. Commonly known as 'Franke Group', 'Franke'.		
	b. Nature of ownership and legal form	Franke Holding AG is a limited company operating under Swiss law. It is 100 percent owned by Artemis Holding AG (Artemis Group), with one shareholder.		
	c. Location of headquarters	Aarburg, Switzerland.		
	d. Countries of operation	Franke operates with companies in 33 countries. SR Appendix II, Franke locations (page 58).		
2-2 Entities included in the organization's sustainability reporting	a. List of entities	62 entities are included in Franke's sustainability report. SR Appendix II, Franke locations (page 58).		
	b. Differences between entities in sustainability report and financial report	Franke does not publish its financial reports.		
	c. Approach for consolidation of information	<p>This report covers all entities under Franke's operational control. We clearly state any instances in which the report contents relate to partial entities within the Franke Group, such as Franke Divisions, manufacturing plants, offices etc., which are included from a data perspective or as case studies. This report does not cover outsourced activities.</p> <p>Franke Beverage Systems and Franke Industries AG are no longer legal entities of the Franke Group. Although their data was excluded in previous years due to direct reporting to the Artemis Group (since 2016 and 2017 respectively), they were still legal entities of the Franke Group at the time.</p>		
2-3 Reporting period, frequency, and contact point	a. Sustainability reporting	<p>Franke Group has reported in accordance with the GRI Standards for the period 1 January 2024 to 31 December 2024.</p> <p>Franke publishes a sustainability report annually.</p>		
	b. Financial reporting	Franke does not publish its financial report.		
	c. Publication dates of reported information	August 27, 2025.		
	d. Contact points for reported information	<p>Kirill Bourovoi Vice President HR Franke Coffee Systems / Group Head of Corporate Sustainability sustainability@franke.com</p>		
2-4 Restatements of information	a. Report restatements	SR Appendix II, Restatements of information, page 61.		
2-5 External assurance	a. Policy & practice	No external assurance was obtained for this report.		
	b. Assurance statement(s)			

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
2-6 Activities, value chain, and other business relationships	a. Active sectors	The Franke Group specializes in food and beverage preparation solutions for commercial and residential use. In the commercial segment, we equip foodservice kitchens with integrated systems, as well as away-from-home coffee preparation. In the private segment, we equip household kitchens with integrated kitchen systems for food preparation, cooking, and exhaust air cleaning.		
	b. Value chain	SR Appendix II, Value chain, page 61.		
	c. Other business relationships		Information unavailable/incomplete	We currently do not have any information to report on other relevant business relationships beyond those organizations that are described in Franke's value chain.
	d. Significant changes from previous reporting period	As Franke streamlines its product portfolio, it has consolidated stainless steel sink production within Europe. It closed its production plants in Warsaw, Poland in 2023, and Bad Säckingen, Germany in 2024 and shifted production to Peschiera del Garda, Italy. A further competence center for stainless steel worktops and bowls has been established in Aarburg, Switzerland. These changes have affected the data and the changes have been reported accordingly with each relevant disclosure. Divestments: The Franke Group divested its Home Solutions entity in Mexico (previously jointly owned between Franke and Mabe México S. de R.L. de C.V) in December 2024, therefore, no data from this entity is included for 2024. The Franke Group also divested Faber North America in 2024. As of December 2024, this entity no longer reported as part of the Franke Group. Acquisitions: The Franke Group acquired the Wesco Group and Nokite in 2024. These entities began reporting from 1 November 2024 and 1 December 2024, respectively. As such, their data is not included in this report but will be included in future years.		
2-7 Employees	a. Total number of employees by gender & region	SR Appendix II, Employees and workers who are not employees, page 62.		
	b. Breakdown of the total number of employees			
	c. Methodology	We calculate employee numbers by using full-time equivalents (FTE) at year-end. This enables us to report on information such as gender and employment type. For some statements, we use headcount instead of FTE. These instances are clearly stated with the data.		
	d. Contextual information	SR Appendix II, Employees and workers who are not employees, page 62.		
	e. Fluctuations in the number of employees	There were no significant fluctuations in the number of employees in 2024 compared to the previous reporting period.		
2-8 Workers who are not employees	a. Total number of workers who are not employees	SR Appendix II, Employees and workers who are not employees, page 62.		
	b. Methodology	Please see 2-7-c above.		
	c. Fluctuation in the total number of workers who are not employees	There were no significant fluctuations in the number of workers who are not employees in 2024 compared to the previous reporting period.		
2-9 Governance structure and composition	a. Governance structure	Franke has a two-tier management structure: the Board of Directors of Franke Holding AG ('Franke Group') and the Corporate Management Board of Franke Group. The Board of Directors has three permanent internal boards: a Finance and Audit Committee, an Information Technology (IT) Committee, and a Human Resources (HR) Committee. The members of the Board of Directors have various nontransferable, irrevocable duties in accordance with the Swiss Code of Obligations. The Board of Directors and the committees met regularly in 2024.		
	b. Committees of governance body	Under the leadership of the Group's Chief Executive Officer (CEO), the Management Board implements the strategic guidelines and resolutions of the Board of Directors and leads Franke's business operations. Although Franke does not have sustainability committees at the C-suite level, the Chief Human Resources Officer (CHRO), the Chief Operating Officer (COO) and the Chief Executive Officer (CEO) are responsible for sustainability at the Management Board level.		
	c. Composition of governance body	At the end of 2024, the Board of Directors consisted of 6 members (5 male and 1 female), and the Management Board consisted of 8 members (7 male and 1 female). For additional information, please see SR Appendix II, Members of the Board of Directors and Management Board, page 65.		
2-10 Nomination and selection of the highest governance body	a. Nomination and selection process	The Human Resources (HR) Committee defines desired profiles and conducts interviews for new Management Board members, with the CEO and Chief Human Resources Officer (CHRO) leading the process. For the recruitment of new members of the Board of Directors, the process is led and controlled by the Franke Group owner and the Chairman of the Board.		
	b. Criteria for nomination and selection	Franke aims to ensure that the members of its Board of Directors and its Management Board hold competencies relevant to the organization's business activities in order to lead the business in the most effective manner.		
2-11 Chair of the highest governance body	a. Chair is a senior executive	Alexander Pieper is the Chairman of the Board of Directors. Franke's Board of Directors and its committees are fully independent from the operational management of the company. For additional information, please see SR Appendix II, Members of the Board of Directors and Management Board, page 65.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
2-12 Role of the highest governance body in overseeing the management of impacts	a. Role of governance body	<p>Franke has a Corporate Sustainability Team and an internal network of sustainability practitioners ('Sustainability Network') who provide input to the highest governance body on a regular basis. Based on this feedback, there are discussions that result in the highest governance body and senior executives developing, approving, and updating the organization's purpose, values, mission statements, strategies, policies, and goals related to sustainable development.</p> <p>The Chairman of Franke Group's Board of Directors reviews and approves the annual sustainability report, while the Corporate Sustainability Team and the internal Sustainability Network are responsible for implementing, driving, and tracking progress on the various sustainability goals and targets. The Corporate Sustainability Team reports to a member of the Management Board. The COO, CEO, and CHRO act as ambassadors for the following pillars of our sustainability strategy (respectively): environment, society, and our people.</p>		
	b. Due diligence and other processes	Franke does not follow a formal due diligence process for the Board of Directors to identify and manage Franke's impacts on the economy, environment and people. Instead, Franke holds ad-hoc reviews in which the Corporate Sustainability Team informs and discusses topics with the Management Board. Topics are then raised with the Board of Directors as and when necessary.		
	c. Effectiveness of the organization's processes and frequency of review			
2-13 Delegation of responsibility for managing impacts	a. Delegating responsibility	Franke's Board of Directors has assigned the operational management and implementation of the sustainability strategy to the Management Board (which is Franke's Executive Board), in line with the company's charters and policies and to the extent permitted by applicable law. Responsibilities for specific economic, environmental, and social issues are further delegated to relevant teams/individuals within the operational management structure.		
	b. Process and frequency of reporting	The responsible teams/individuals regularly report either directly to the CEO or to other members of the Group's Management Board, who, if necessary, inform the Board of Directors about the organization's impacts on the economy, environment, and people.		
2-14 Role of the highest governance body in sustainability reporting	a. Reviewing and approving information	The Chairman of Franke Group's Board of Directors reviews and approves the annual sustainability report.		
2-15 Conflicts of interest	a. Process for prevention and mitigation	Members of the Board of Directors have a duty to avoid any situation that may give rise to a conflict of interest. This duty extends to any affiliate or person closely linked to them. The Franke Code of Conduct outlines how members of the Board of Directors can avoid conflicts of interest, and additional rules are specified in the organizational regulations that determine internal organization at Franke.		
	b. Disclosure to stakeholders	The Franke Code of Conduct states that all conflicts of interest must be disclosed to and approved by the employee's line manager, and in case of doubt, the Local Compliance Officer must be consulted. Any hiring of, rewards given to, or promotions awarded to family members within the Franke Group must receive prior approval as per the Franke policy to ensure a fair and unbiased process at all times.		
2-16 Communication of critical concerns	a. Communication process	<p>Recommendations or concerns from the shareholders can be submitted to the Board of Directors directly by Michael Pieper, the owner and CEO of Artemis Group.</p> <p>Recommendations or concerns from employees in Europe can be brought to the attention of the Board of Directors through the Franke Forum. Here, employee representatives of the various European companies (known collectively as the 'European Works Council') meet annually with members of the Management Board of Franke. Outside of Europe, local regulations and practices are followed for communicating recommendations or concerns.</p> <p>Serious systematic compliance cases are presented to the Chairman of the Board of Directors.</p>		
	b. Total number and nature of critical concerns		Confidentiality constraints	This information is categorized as confidential and therefore cannot be publicly reported.
2-17 Collective knowledge of the highest governance body	a. Measures to advance sustainable development	The Franke Board of Directors is regularly informed of the latest developments in the field of corporate sustainability through Franke's in-house sustainability practitioners.		
2-18 Evaluation of the performance of the highest governance body	a. Evaluating performance			
	b. Independent evaluations	There is no formal procedure for evaluating the performance of the Board of Directors from a holistic sustainability perspective.		
	c. Actions as a result of evaluations			
2-19 Remuneration Policies	a. Describe policies	<p>The members of the Board of Directors receive a fixed salary without variable components. Therefore, their remuneration is independent of the Group's performance. The members of Franke's Management Board and other employees receive incentives based on financial targets in addition to their regular salaries.</p> <p>The remuneration for the Board of Directors and the CEO of the Franke Group is determined by the owner of the Franke Group. The remuneration for the Management Board and senior executives is managed in accordance with the general remuneration policies of the Franke Group. The salary review at the Franke Group is initiated annually. All salary changes undergo a two-level approval process. Remuneration of the Management Board is discussed and approved by the HR Committee.</p>	Information unavailable/incomplete	Franke does not have full information globally about sign-on bonuses or recruitment incentives; termination payments; clawbacks; and retirement benefits for members of the highest governance body and senior executives.
	b. Objectives and performance	The remuneration policies for members of the highest governance body and senior executives do not currently relate to the members' objectives and performance concerning the management of the organization's impacts on the economy, environment, and people.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
2-20 Process to determine remuneration	a. Designing and determining remuneration policies	<p>Franke's total compensation strategy is formulated on both internal and external (market) data. Internal equity and external market data are considered in combination when determining employee base pay. Salary increases are generally the result of individual performance and demonstrated improved competency in the role over time. Variable incentives are primarily based on financial target achievement.</p> <p>Franke applies a criteria-based job-leveling system for managerial and expert functions (Global Grades). Job leveling is an analytical process that can determine the relative value of jobs in our organization. Global grades provide the basis for compensation structures and internal and external benchmarking. Global grades are also utilized to determine different aspects of our incentive plans (e.g., target bonus as a percentage of base salary).</p>		
	b. Voting on remuneration policies	Franke does not have a voting system on remuneration policies and proposals.		
2-21 Annual total compensation ratio	a. Ratio of total compensation for employees		Confidentiality constraints	This information is categorized as confidential and, therefore, cannot be publicly reported
	b. Ratio of % increase in total compensation for employees			
	c. Contextual information			
2-22 Statement on sustainable development strategy	a. Report statement	SR, CEO statement, page 8.		
2-23 Policy commitments	a. Describe policy commitments	<p>We strive for the highest ethical standards and expect the same across our value chain. Franke's commitment to responsible business conduct is described in its Code of Conduct and its Supplier Code of Conduct (the "Supplier Code"), which are publicly available on the company's website. These documents set out Franke's expectations that all employees, suppliers, and third-party intermediaries respect and comply with all applicable laws and regulations where we operate, apply the precautionary principle, and support international human rights as well as basic labor standards, such as the Ten Principles of the UN Global Compact and the ILO Declaration on Fundamental Principles and Rights at Work.</p>		
	b. Human rights policy commitments	<p>The protection of human rights is integral to Franke's strategy and operations and is a requirement across the entire value chain. We are committed to respecting and complying with all applicable laws and regulations, and to supporting international human rights as well as basic labor principles such as the Ten Principles of the UN Global Compact and the ILO Declaration on Fundamental Principles and Rights at Work.</p> <p>Our Code of Conduct explicitly states that we do not tolerate child labor or forced labor in any premises owned or operated by Franke, or by any companies in our value chain. It prohibits discrimination on the basis of gender, age, skin color, nationality, ethnicity, religion, disability, or other legally protected characteristics of a person. The Code of Conduct also sets out our commitment to respecting the rights of our employees to freedom of association and collective bargaining within the limits of applicable local laws.</p> <p>Franke's Supplier Code requires all suppliers and their sub-suppliers to prohibit forced, bonded, prisoner, military, or compulsory labor and any form of human trafficking.</p>		
	c. Links to policy commitments	<p>Externally available policies:</p> <p>Code of Conduct</p> <p>Supplier Code of Conduct</p> <p>We also adhere to a range of other policies that guide our business operations and conduct; these are available internally.</p>		
	d. Approval of policy commitments	The development of both Codes of Conduct involves discussion at the Management Board level and final approval by the Audit Committee of the Board of Directors, together with the Franke CEO. Franke's Code of Conduct was last updated and approved in 2019, while the Supplier Code was updated and approved in January 2020.		
	e. Policy applicability to the organization's activities	<p>Our Code of Conduct and Supplier Code outline our requirements and expectations regarding the human rights of our customers, business partners, and employees, among other ethical behaviors and responsible business practices.</p> <p>Franke's Code of Conduct applies to all Franke employees worldwide. Franke employees commit themselves to observing the highest ethical standards of professional and personal conduct in their dealings with customers, colleagues, business partners, competitors, regulators, and the communities in which Franke operates.</p> <p>The Supplier Code stipulates that all suppliers and their respective supply chains comply with labor practices, environmental protection, and business integrity requirements.</p>		
	f. Communication	<p>All Franke employees have access to the Code of Conduct, which is available in 13 languages and is also available publicly on Franke's website. Around 60 percent of Franke employees worldwide (those with access to a computer for their work) are required to complete the online Code of Conduct training courses (see 2-24-a for more details).</p> <p>Compliance with the Franke Supplier Code is required as part of our supplier contracts and facilitated by our Procurement teams. Suppliers must sign the Supplier Code before we commence the business relationship.</p> <p>Updates on the standards and compliance requirements at Franke are regularly published in the OneFranke employee magazine.</p>		
2-24 Embedding policy commitments	a. Process for embedding policy commitments	SR Appendix II, Strategy, policies and practices, page 68.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
2-25 Processes to remediate negative impacts	a. Commitments to remediations	Franke has an integrity line for employees to raise concerns (see GRI 2-26-a). Employees in Europe can also raise concerns through the European Works Council. We do not have any formal processes in place for identifying and addressing grievances reported by other stakeholders. Instead, we address grievances on a case-by-case basis and are committed to achieving remediation outcomes to satisfy the situation and all parties involved.		
	b. Grievance identification approach			
	c. Processes for remediation	We have established processes to identify, prevent, and mitigate negative human rights impacts at our production sites and throughout our supply chain through audits, certifications, and employee training.		
	d. Stakeholder involvement	SR Appendix II, Strategy, policies and practices, page 68.		
	e. Tracking effectiveness			
2-26 Mechanisms for seeking advice and raising concerns	a. Mechanisms for seeking advice and raising concerns	<p>Franke employees can raise any integrity or ethical concerns, including human rights complaints, regarding Franke and its operations through the SpeakUp@Franke Integrity Line. This hotline (telephone and online) is available in 26 languages and can be used confidentially and anonymously, if required. In the event of any alleged misconduct, an investigation is launched by our Corporate Compliance department, in collaboration with Internal Audit, and corrective measures are taken where necessary. We do not tolerate any retaliation against anyone who reports a concern in good faith or who cooperates in an investigation.</p> <p>Employees are also encouraged to seek advice from their line managers or HR representatives if they have any questions relating to any aspects of the Code of Conduct or other responsible business conduct policies.</p> <p>The company does not currently have a mechanism that enables people outside the business to report perceived injustices, evoking an individual's or a group's sense of entitlement based on law, contract, explicit or implicit promises, customary practice, or general notions of fairness of aggrieved communities.</p>		
2-27 Compliance with laws and regulations	a. Total number of significant instances of non-compliance with laws		Confidentiality constraints	This information is categorized as confidential and, therefore, cannot be publicly reported.
	b. Total number and monetary value of instances of noncompliance with laws			
	c. Describe significant instances of non-compliance			
	d. Determining significant instances of non-compliance			
2-28 Membership associations	a. Report industry or membership associations	SR Appendix II, Membership associations, page 68.		
2-29 Approach to stakeholder engagement	a. Process for Engagement	SR Appendix II, Most important stakeholders 2024, page 70.		
2-30 Collective bargaining agreements	a. % of total employees covered by collective bargaining agreements	We recognize and respect the rights of our employees to have freedom of association and collective bargaining where applicable under local and transnational laws. 34.1 percent of the average number of FTEs in 2024 were covered by a collective bargaining, compared to 33.7 percent in 2023.		
	b. Employees not covered by collective bargaining agreements	The working conditions and terms of employment of employees not covered by collective bargaining agreements are not influenced or determined based on other collective bargaining agreements.		
Material topics				
3-1 Process to determine material topics	a. Process description	Franke conducted a double materiality assessment (DMA) in 2022 and 2023 to identify the topics that represent Franke's most significant impacts on the economy, environment, and people, including impacts on their human rights and the impact that external actions or events could have on Franke's business operations. The results of this assessment were used to inform Franke's reporting practices during the 2024 reporting cycle.		
	b. Stakeholder involvement	More details on the DMA can be found in our 2023 Sustainability report, page 72.		
3-2 List of material topics	a. List	<p>The following areas represent Franke's most significant impacts on the economy, environment, and people, including impacts on their human rights; and the impacts that external actions or events could have on Franke's business operations:</p> <ul style="list-style-type: none"> • Climate and energy • Resource use and circularity • Health and occupational safety • Education and training • Product responsibility and sustainable innovation 		
	b. Changes compared to the previous reporting period	No changes to our material topics for 2024.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
Climate and energy				
3-3 Management of material topic	a. Actual and potential impacts	SR, Climate and energy, page 13.		
	b. Involvement with impacts			
	c. Policies or commitments			
	d. Actions to manage material topics			
	e. Tracking effectiveness			
	f. Stakeholder engagement			
302-1 Energy consumption within the organization	a. Total fuel consumption from non-renewable sources	SR, Franke's energy consumption, page 16. Consumption of diesel: Fell by 16.9 percent, due to site closures at Franke Home Solutions Poland and Argentina; better grid availability enabling more electricity use for Franke Home Solutions India; the gradual phasing out of own fleet at Franke Coffee Systems Switzerland in favour of leasing; fewer diesel cars at Franke Home Solutions Romania; fewer external warehouse trips at Franke Foodservice Systems Germany; and a switch to gasoline powered vehicles at Franke Home Solutions South Africa. Consumption of LPG, Propane, Butane: Increased by almost 3,000 percent. However, this is due to having more complete data this year as more entities have started recording their consumption, and reporting with more granularity – recording each refrigerant separately. This enables us to use the specific conversion factors for each refrigerant. The heaviest use of LPG was at Franke Home Solutions Slovakia, consuming 82,418 kg. This was due to the uncertainty of natural gas availability in the region.		
	b. Total fuel consumption from renewable sources	SR, Franke's Scope 1 and 2 emissions, page 15.		
	c. Electricity, heating, cooling, and steam consumed	SR, Franke's energy consumption, page 16. Consumption of non-renewable electricity: Fell by 22.3 percent, for the following reasons: a small number of plant closures and an entity sale; a transition to more renewable electricity for Franke Home Solutions UK (Carron Phoenix Ltd.) and Franke Home Solutions Slovakia (now 100 percent for the latter); and a change in methodology for measuring electricity use for Franke Coffee Systems Italy. Consumption of purchased renewable energy: Increased by 4.2 percent, while our consumption of self-generated renewable electricity increased by 71.3 percent as more solar PV installations were built at our sites in Slovakia, Switzerland, and Poland. The share of renewable energy consumed in Franke's total energy mix: increased to 64.8 percent (from 57.1 percent in 2023) due to our increased focus on sourcing more renewable energy. Consumption of heat from district heating: Fell by 12.6 percent due to a plant closure in the Netherlands and fewer working hours in Ukraine. The changes were relatively small, however, since the number of entities reporting their heat consumption is low, any changes can cause a significant variance in previous years' consumption. Consumption of self-generated heat: Fell by 20.1 percent, due to three entities being incorrectly included in the calculations for previous years (removed this year as they belong to the Artemis Group). The remaining variance was due to a colder winter in the previous year, necessitating more site heating.	Information unavailable/incomplete	Franke does not have data on cooling consumption or its generation of cooling and steam which are not consumed. Similarly, it does not have data on its consumption of steam from district heating. As such, these have not been factored into the energy consumption calculations.
	d. Electricity, heating, cooling, and steam sold		Not Applicable	To the best of our knowledge, Franke does not sell any electricity, heating, cooling or steam.
	e. Total energy consumption	SR, Franke's Scope 1 and 2 emissions, page 15.		
	f. Standards, methodologies, assumptions, and/or calculation tools used	Energy data for this report was taken from our internal data reporting system. The data for the 2024 financial year was reported by all the production, logistics, and sales companies. The intensity ratios were determined by dividing the total values by net sales in Swiss francs. Many of the key figures in this report are heavily dependent on Franke's economic performance. For this reason, the key figures are listed relative to total net sales.		
	g. Source of the conversion factors used	We applied the 2024 emission factors from IEA. For electricity consumption, we asked our legal entities to provide information about their individual emission factors, where these were available.		
302-2 Energy consumption outside of the organization	a. Energy consumption outside of the organization	SR, Franke's Scope 3 emissions, page 17. Consumption of electricity for leased vehicles: Increased by 158.0 percent as Franke continues its transition to electric or hybrid vehicles. Consumption of diesel for leased vehicles: Decreased by 8.0 percent in 2024 in line with our continued electrification aims and also due to transitioning to some gasoline vehicles in place of diesel. Consumption of gasoline for leased vehicles: increased by 11.9 percent in 2024. This was due to first-time reporting for some entities, replacing some diesel cars with gasoline cars, an increase in vehicle fleet in the Netherlands, and more complete data from Franke Home Solutions Romania.		
	b. Standards, methodologies, assumptions, and/or calculation tools used	All calculations are based on the Greenhouse Gas (GHG) Protocol and set up to comply with SBTi requirements. Calculation methods are clearly described in the GHG Protocol. Where available, we used primary data in the calculations. Whenever this was not possible, we based the calculations on assumptions based on sales data.		
	c. Source of the conversion factors used	Emission factors are primarily sourced from the UK Department for Environment, Food and Rural Affairs (Defra), IEA, and Ecoinvent. Gaps from those databases are covered by custom emission factors developed together with ClimatePartner. Whenever available, CDP data was used to increase precision in our Scope 3 calculations for categories 1, 2, and 4.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
302-3 Energy intensity	a. Energy intensity ratio	SR Appendix II, Energy Consumption (in Relation to Net Sales), page 71.		
	b. Organization-specific metric (the denominator) chosen to calculate the ratio			
	c. Types of energy included in the intensity ratio			
	d. Whether the ratio includes consumption inside, outside, or both			
302-4 Reduction of energy consumption	a. Reductions as a direct result of conservation and efficiency initiatives	SR, Measures to reduce our Scope 1 and 2 emissions, page 15.	Information/unavailable incomplete	We are currently unable to report the exact amount of energy reduction in joules or multiples, resulting directly from conservation and efficiency initiatives.
	b. Types of energy included in the reductions			
	c. Basis for calculating reductions			
	d. Standards, methodologies, assumptions, and/or calculation tools used			
305-1 Direct (Scope 1) GHG emissions	a. Gross direct (Scope 1) GHG emissions	SR, Franke's Scope 1 and 2 emissions, page 15.		
	b. Gases included in the calculation	The individual greenhouse gases emitted at Franke sites are CO ₂ , CH ₄ , and N ₂ O, which have been converted into CO ₂ -equivalents for this report, using the 2024 GHG emission factors from Defra. For propane, the EPA's 2016 Emission Factors Hub was used.		
	c. Biogenic CO ₂ emissions	A wood chip heater is installed in Aarburg (Switzerland). The wood comes from the forestry community of Aarburg, which owns the forest, produces the chips, and sends them to us. The energy produced is directly used in our Aarburg location for heating purposes, for instance. Within the Scope 1 conversion factors for biofuels, the CO ₂ emissions value is set as net '0' to account for the CO ₂ absorbed by fast-growing bioenergy sources during their growth. Therefore, according to the GHG Protocol Corporate Standard, direct CO ₂ emissions from the combustion of biomass (in this case, wood chips) are reported separately from the scopes. The Scope 1 conversion factors contain values for N ₂ O and CH ₄ emissions (which are not absorbed during growth). The corresponding emissions are included in our Scope 1 emissions.		
	d. Base year for the calculation, including rationale, emissions in the base year, and context for any changes	We are using 2020 as our base year, as this is the year with the most complete data set for emissions across the Franke Group (since we began a more granular approach to emissions reporting). However, we acknowledge that the emissions in 2020 were the most impacted by the COVID-19 pandemic and therefore lower than in non-COVID-19 years. See Franke Group Sustainability Report 2023, page 17 for our emissions in the base year and subsequent years.		
	e. Source of the emission factors and the global warming potential (GWP) rates used	Direct GHG emissions from fossil fuels (heating oil, LPG, Propane, Butane, natural gas, diesel, and petrol; Scope 1 of the GHG Protocol) are based on the 2024 emission factors of the UK Department for Environment, Food and Rural Affairs (Defra). These are CO ₂ e factors which include GWP rates.		
	f. Consolidation approach for emissions	Operational control.		
	g. Standards, methodologies, assumptions, and/or calculation tools used	Franke's emissions are calculated in metric tons of CO ₂ e following guidance from the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
305-2 Energy indirect (Scope 2) GHG emissions	a. Gross location-based energy indirect (Scope 2) GHG emissions	4,717.22 tCO ₂ e		
	b. Gross market-based energy indirect (Scope 2) GHG emissions	11,963.96 tCO ₂ e		
	c. Gases included in the calculation	All GHGs are included in the calculations because the calculations are based on CO ₂ e.		
	d. Base year for the calculation, including rationale, emissions in the base year, and context for any changes	2020, Please refer to page 17, Franke Sustainability Report 2023.		
	e. Source of the emission factors and the global warming potential (GWP) rates used	GHG emissions for electricity (location-based) and district heating (Scope 2) were calculated on the basis of the emission factors from IEA.		
	f. Consolidation approach for emissions	Operational control.		
	g. Standards, methodologies, assumptions, and/or calculation tools used	Franke's emissions are calculated in metric tons of CO ₂ e following guidance from the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Where available, we used the market-based approach however for some Franke entities this was not possible. For those (11), we used the location-based approach with emission factors from IEA.		
305-3 Other indirect (Scope 3) GHG emissions	a. Gross other indirect (Scope 3) GHG emissions	SR, Franke's Scope 3 emissions, page 17.		
	b. Gases included in the calculation	All GHGs are included in the calculations because the calculations are based on CO ₂ e.		
	c. Biogenic CO ₂ emissions		Not applicable	We do not have any Scope 3 biogenic CO ₂ emissions.
	d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation	Purchased goods and services (category 1), capital goods (category 2), upstream transportation and distribution (category 4), use of sold of products (category 11).		
	e. Base year for the calculation, including rationale, emissions in the base year, and context for any changes	2020. See 305-1-d for an explanation and SR Appendix II, Scope 3 CO ₂ e inventory 2020 and Scope 3 CO ₂ e emissions breakdown, page 72 for our emissions in the base year.		
	f. Source of the emission factors and the global warming potential (GWP) rates used	Emission factors are primarily sourced from DEFRA, IEA, and Ecoinvent. Gaps from those databases are covered by custom emission factors developed together with ClimatePartner. Whenever available, CDP data was used to increase precision in our Scope 3 calculations for categories 1, 2, and 4.		
	g. Standards, methodologies, assumptions, and/or calculation tools used	Franke's emissions are calculated in metric tons of CO ₂ e following guidance from the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.		
305-4 GHG emissions intensity	a. GHG emissions intensity ratio for the organization	SR Appendix II, CO ₂ emissions, page 71.		
	b. Organization-specific metric (the denominator) chosen to calculate the ratio	Net sales constitute a key indicator to calculate our ratio: Mt/m CHF.		
	c. Types of GHG emissions included in the intensity ratio	The intensity ratio includes direct (Scope 1) and energy indirect (Scope 2) GHG emissions.		
	d. Gases included in the calculation	All GHGs are included in the calculations because the calculations are based on CO ₂ e.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
305-5 Reduction of GHG emissions	a. GHG emissions reduced as a direct result of reduction initiatives	SR, Climate and energy, page 13.	Information incomplete	We present our GHG emissions reductions in the Climate and Energy chapter and the initiatives implemented to reduce our emissions. We believe these initiatives have contributed significantly to the reductions, but we do not have full information for some Franke entities.
	b. Gases included in the calculation	All GHGs are included in the calculations because the calculations are based on CO ₂ e.		
	c. Base year or baseline and rationale	2020. See 305-1-d for an explanation.		
	d. Scopes in which reductions took place	All 3 scopes.		
	e. Standards, methodologies, assumptions, and/or calculation tools used	Franke's emissions are calculated in metric tons of CO ₂ e following guidance from the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard.		
Resource use and circularity				
3-3 Management of material topic	a. Actual and potential impacts	SR, Resource use and circularity, page 18.		
	b. Involvement with impacts			
	c. Policies or commitments			
	d. Actions to manage material topics			
	e. Tracking effectiveness			
	f. Stakeholder engagement			
301-1 Materials used by weight or volume	a.i. Total weight of non-renewable materials used to produce primary products	SR, Materials by weight, page 20. The total weight of non-renewable materials used to produce primary products (including semi-finished products) was 62,811 metric tons.		
	a.i. Total weight of non-renewable materials used to package primary products	SR, Materials by weight, page 20. The total weight of non-renewable packaging decreased by 46.6 percent, in line with our shift to more forms of renewable packaging such as cardboard. The decrease is also attributed to lower sales volumes.		
	a.ii. Total weight of renewable materials used to produce primary products	SR, Materials by weight, page 20. The total weight of renewable materials used to produce primary products was 417 metric tons. Water consumption across all Franke business processes, including offices: Franke mainly uses drinking water from the public mains system, and well water for production. The water consumption of our production sites does not represent a significant burden for water sources as defined in the GRI Standards. We collect data on water consumption across the Franke Group, but we do not report this data as it is not a material topic for Franke.		
	a.ii. Total weight of renewable materials used to package primary products	SR, Materials by weight, page 20. The weight of renewable packaging decreased by 15.1 percent , largely due to lower production volumes at various Franke Home Solutions locations and the closure/sale of some entities.		
	301-2 Recycled input materials used	a. Percentage of recycled input materials used to manufacture primary products		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
301-3 Reclaimed products and their Packaging materials	a. Percentage of reclaimed products and their packaging materials for each product category		Information unavailable/incomplete	While we have some influence over the recycling and reuse of our products, our direct control remains limited, as does our current understanding of what happens to our full range of products once they are sold to customers. We are working to create a broad overview of the end-of-life aspects across all of our products in order to better manage this aspect. This is a complex endeavor, largely because we do not typically sell to the end user, but rather to distributors (for our Home Solutions and Coffee divisions), and our products are exported to over 100 countries, each country having different recycling and end-of-life regulations.
306-1 Waste generation and significant waste-related impacts	a.i. Inputs, activities, and outputs a.ii. Where they occur	Waste occurs throughout Franke's value chain: during the manufacture of purchased raw materials and of semi-finished and finished products; during transportation and production; and during the installation and utilization of products as well as their disposal at end-of-life.	Information unavailable/incomplete	We are unable to report a full process flow of inputs, activities and outputs that lead to or could lead to significant waste-related impacts outside of Franke's direct operations. We will work to gather this information for future reports.
306-2 Management of significant waste-related impacts	a. Actions, including circularity measures, taken to prevent waste generation and manage significant impacts b. Processes used to determine third-party management criteria	SR, Waste management, page 24. In terms of upstream waste generated by our suppliers, our Supplier Code of Conduct requires suppliers to increase resource efficiency and comply with all applicable environmental laws, including precautionary measures to environmental challenges. Further to this, 21 out of our 23 production sites are ISO 14001 certified, which requires the establishment and implementation of environmental measures, including recycling, at each site.	Information unavailable/incomplete	The extent to which waste managed by third parties complies with contractual or legal obligations cannot be verified at the moment. Our first high-level analysis of all waste management service providers planned for the 2024 reporting cycle was postponed due to other sustainability activities that had to be prioritized.
306-3 Waste generated	c. Processes used to collect and monitor waste-related data a. Total weight of waste generated and breakdown by composition b. Contextual information to understand data and how it has been compiled	Franke collects data on waste generated within Franke's own operations. It uses an internal system for recording and monitoring this data and reports this information annually. SR, Waste management, page 24. Franke's legal entities compile waste-related data from administrative records issued by the waste management companies that handle their waste.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
306-4 Waste diverted from disposal	a. Total weight of waste diverted from disposal and breakdown by composition	SR, Waste management, page 24.		
	b. Total weight of hazardous waste diverted from disposal and breakdown by recovery operations	SR, Waste management, page 24. The proportion of Franke's hazardous waste that was reused or recycled was 28.5 percent, with the total hazardous waste being reused or recycled increasing by 125.8 percent compared with 2024. This is largely attributed to changes in waste classification within our new reporting system, resulting in a greater proportion of hazardous-classified waste. Other reasons include the closure of a small number of plants, requiring the disassembly of machines and equipment.		
	c. Total weight of non-hazardous waste diverted from disposal and breakdown by recovery operations	SR, Waste management, page 24. The proportion of Franke's non-hazardous waste that was reused or recycled was 74.2 percent, with the total non-hazardous waste being reused/ recycled decreasing by 15.8 percent, largely due to changes in waste classification as mentioned above, and also due to lower production volumes and some plant closures.		
	d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight of waste diverted from disposal onsite and offsite	SR Appendix II, Resource use and circularity, page 73.		
	e. Contextual information necessary to understand the data and how the data has been compiled	Franke's legal entities compile waste-related data from administrative records issued by the waste management companies that handle their waste.		
306-5 Waste directed to disposal	a. Total weight of waste directed to disposal and breakdown by composition	SR, Waste management, page 24.		
	b. Total weight of hazardous waste directed to disposal and breakdown by disposal operations	SR, Waste management, page 24. The amount of hazardous waste that was sent to landfill/incineration reduced by 16.3 percent in 2024, largely attributable to the changes in waste classification, and also due to a higher proportion in 2023 as a result of a kitchen factory at Franke Home Solutions Italy being dismantled, creating higher levels of hazardous waste sent to landfill/incineration that year.		
	c. Total weight of non-hazardous waste directed to disposal and breakdown by disposal operations	SR, Waste management, page 24. The amount of non-hazardous waste (by weight) that went to landfill or was incinerated increased by 22.8 percent in 2024. This was largely due to the inclusion of Franke Foodservice Systems Americas in the data this year.		
	d. For each recovery operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight of waste directed to disposal onsite and offsite	SR Appendix II, Resource use and circularity, page 73.		
	e. Contextual information necessary to understand the data and how the data has been compiled	Where possible, waste data is based on direct measurements provided by our waste collector. In cases where direct data is not available, waste volumes have been estimated. These estimation methods are not yet fully standardized and are currently determined by the individual sites. We plan to standardize this approach in the future.		
Safety and occupational health				
3-3 Management of material topic	a. Actual and potential impacts	SR, Safety and occupational health, page 27.		
	b. Involvement with impacts			
	c. Policies or commitments			
	d. Actions to manage material topics			
	e. Tracking effectiveness			
	f. Stakeholder engagement			
403-1 Occupational health and safety management system	a. Whether an occupational health and safety system has been implemented	Based on our internal risk assessments, we have implemented certified management systems for occupational health and safety (ISO 45001) at 91 percent of Franke production locations. As part of this certification, we commit to continuously improving these systems to ensure they remain aligned with work processes and international standards.		
	b. Scope of workers, activities, and workplaces covered and not covered	Our safety and occupational health management system covers all of the activities and workers under Franke's Operations Function, including contractors (however, we do not have full over-sight of all contractor-related incidents). Our system includes all employees and workers at the physical locations that are ISO 45001 certified, including those who are office-based in those locations (approximately 4358.35 FTEs). Two Franke locations do not hold ISO 45001 certification for the following reasons: one is a new entity (as of 2023), and one certification has been post-poned due to the situation in Russia.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
403-2 Hazard identification, risk assessment, and incident investigation	a. Processes used, their quality, and use of results	<p>Our management team members execute "Safety Gemba walks". These involve observing employees at work on the shop floor. During a timeout, they discuss with them how operational risks are managed and how this process can be optimized. This has a positive impact on the error culture: encouraging employees to openly discuss difficult situations and dangers, as well as their own errors, so that they can learn from them.</p> <p>Our operational management teams at all locations worldwide are responsible for the safety of their employees and undergo a two-day training covering the Franke risk assessment methodology, LOTOTO, internal transport and leadership standards for safety and health. The training includes informing them about how to raise awareness of safety aspects among their teams and how to actively incorporate safety considerations into risk assessments.</p>		
	b. Processes for workers to report work-related hazards and protection against reprisals	SR, Safety and occupational health, page 27.		
	c. Policies and processes for workers to remove themselves from situations that could cause injury or ill health, and protection against reprisals	<p>According to our Code of Conduct, Franke Group is committed to providing safe and healthy working conditions to promote safety at the workplace. Accidents shall be prevented, and unsafe equipment and workplaces shall be reported.</p> <p>We train people in hazard recognition and risk assessment and teach them how to mitigate these risks. Our program "Raise your Voice" supports them in flagging any issues.</p> <p>The Franke Group maintains non-retaliation and leniency principles for good faith reporting of Code of Conduct violations and complies with the applicable data protection law when processing personal data.</p>		
	d. Process used to investigate work-related incidents	We have an incident reporting and investigation process (launched in 2023) active across Franke production sites to formalize our practices. See SR Appendix II, page 73, Hazard identification, risk assessment and incident investigation for full details.		
403-3 Occupational health services	a. Occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks	<p>Franke utilizes the services of various occupational health professionals or service providers at the different Franke sites. These measures vary per location and are dependent on the type of work and the risk classification of the particular activity.</p> <p>As a minimum, we comply with all local legal requirements, and in some cases, we implement measures beyond these minimum requirements.</p>	Information unavailable/incomplete	We do not have a description for the services provided at all Franke locations, but we are working on improving this data for the upcoming reporting cycles.

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
403-4 Worker participation, consultation, and communication on occupational health and safety	a. Processes for worker participation and consultation	<p>All employees are represented through a local Safety and Health Steering Committee (S&H SC), in which employer and employee representatives discuss occupational health and safety issues.</p> <p>The S&H SC is held and headed by the plant manager. The safety officer and other S&H SC members are expected to actively participate and prepare relevant documents and data.</p> <p>The people involved in the local S&H SC is dependent on the local organization.</p> <p>A standard organization includes:</p> <ul style="list-style-type: none"> • Warehouse manager/Operation manager • Safety officer • Other key functions in direct or dotted line to the supply chain manager (SCM) or plant director, for example maintenance manager or planning manager. • Other key functions of the organization could also take part (CFO, MD, HR Director). <p>It is also preferable if shopfloor representatives of the different departments/value streams are nominated to participate in the S&H SC. In many cases these representatives are members of the local work council Safety & Health committee as they are specially trained in the national/local safety and health regulations and have the duty to participate in the specific S&H meetings with the management.</p>		
	b. Formal joint management-worker health and safety committees	<p>Responsibilities: Local S&H SC are formed of employees from a range of functions from Franke departments to ensure balanced employee representation. The committees conduct the following:</p> <ul style="list-style-type: none"> • Plan and develop accident prevention programs for the company; • Direct the accident prevention efforts for the company in accordance with the safety programs, safety performance, and government regulations in order to prevent accidents from occurring in the workplace; • Conduct safety meetings at least once a month; • Review reports of inspection, accident investigations and implementations of the program; • Submit meeting and activity reports to the Safety Manager; • Provide necessary assistance to government inspecting authorities to enable the proper conduct of their activities, such as the enforcement of the provisions of these standards; • Initiate and supervise safety training for employees. <p>Meeting frequency: The S&H SC should meet monthly, at least 10 times a year.</p> <p>Decision-making authority: The local S&H SC is an operational group that makes directional decisions and provides governance to support the implementation and deployment of the group's health and safety strategy. Therefore, its role is to organize, provide advice, ensure delivery of the project outputs and the achievement of health and safety outcomes. It makes decisions according to results.</p> <p>The S&H SC meetings have to be organized in four sections:</p> <ul style="list-style-type: none"> • KPI review • Health and Safety local events • Local projects review • S&H SC action plan review and Minutes <p>The S&H SC defines roles (time-keeper, minute taker) for each meeting.</p>		
403-5 Worker training on occupational health and safety	a. Occupational health and safety training provided	All new employees receive onboarding training on our health and safety working practices (specific to their role), and refresher courses are provided for long-term employees. Rigorous safety training is provided to all employees working in higher-risk environments. Protective equipment is provided to those employees whose roles require it.		
403-6 Promotion of worker health	a. Worker's access to non-occupational medical and healthcare services	Franke offers various non-occupational medical and healthcare services and programs on a localized level, tailored to the local environment.		
	b. Voluntary health promotion services and programs	More details are provided in the SR, Local safety and health initiatives, page 30.		

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	a. Prevention and mitigation of significant negative occupational health and safety impacts by business relationships	Clause 18 of the Franke Supplier Code of Conduct requires suppliers to act in accordance with applicable statutory and international standards regarding occupational health and safety and to provide employees with safe and healthy workplaces, including the company-provided living quarters.		
403-8 Workers covered by an occupational health and safety management system	a. Number and percentage of employees and workers covered by the system	Approximately 4,358 FTEs in total (55.6 percent) are covered by the certified Franke Operations Function. Please refer to GRI 403-1 for further information.	Information unavailable/incomplete	We do not have data regarding the number and the percentage of all employees and workers who are not employees for this indicator. We expect to have this information for the next reporting cycle.
	b. Excluded workers	No workers/functions covered by ISO 45001 are excluded.		
	c. Contextual information such as standards, methodologies, and assumptions used	Please refer to 403-1 for further information.		
403-9 Work-related injuries	a. Number and rate for all employees	Franke did not have any fatalities resulting from work-related injuries nor high-consequence work-related injuries in 2024. However, a total of 39 recordable work-related injuries were reported. The most frequent injuries were cuts from sharp objects, slips, and manual handling-related incidents. This resulted in a rate of 5.74 per one million working hours, which was calculated based on 6,794,234 hours worked in 2024 by Operations employees. Further information about the activities undertaken to eliminate or minimize risks, can be found on SR, Safety and occupational health, page 27.	Information unavailable/incomplete	These figures include employees and workers who are not employees, excluding contractors. We are unable to provide a split of the data (workers and non-workers) during this reporting period. We also do not have data on all types of work-related injuries, only those categorized as "Lost Time Accidents", as explained in point g of this disclosure.
	b. Number and rate for other workers			
	c. Work-related hazards that pose a risk of high-consequence injury	Franke did not have any high-consequence work-related injuries in 2024. Through our risk assessment approach, we have identified two main risks: machine safety and machine maintenance (if the safety procedures are not applied). A further risk (road safety) has been identified, due to the number of employees in technical service functions who frequently travel. Please see the chapter on SR, Safety and Occupational Health, starting on page 27, for more details on our approach to minimizing work-related risks.		
	d. Actions taken or underway to eliminate any other work-related hazards and minimize risks	Across Franke's production plants, a range of measures have been implemented over the past years to systematically promote a safety-conscious approach among employees and reduce risk from human error. SR, Safety and occupational health, page 27.		
	e. Calculation of the rates	The rates are calculated based on 1,000,000 hours worked.		
	f. Excluded workers	The data for this disclosure excludes contractors. Even though contractor accidents are reported, the total hours worked are not reported. Therefore, no rate can be calculated for contractors. Also, due to constraints on data quality, we only include employees and workers from Franke Home Solutions and Foodservice Systems, but not Franke Coffee Systems.		
	g. Contextual information such as standards, methodologies, and assumptions used	The information for the number and rate of injuries was obtained from our Digital Shop Floor Management System and COGNOS. The types of injuries we report in 403-9-a only relate to Lost Time Accidents (LTAs); we are in the process of collecting data on other recordable injury rates.		
403-10 Work-related ill health	Cases, hazards, risks, exclusions, contextual information		Information unavailable/incomplete	We currently only collect data about work-related injuries – this does not include all forms of work-related ill health, such as mental health complaints arising from work-related situations. We are in the process of updating our internal reporting guidelines to reflect other forms of work-related ill health.

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
Training and education				
3-3 Management of material topic	a. Actual and potential impacts	SR, Training and education, page 31.		
	b. Involvement with impacts			
	c. Policies or commitments			
	d. Actions to manage material topics			
	e. Tracking effectiveness			
	f. Stakeholder engagement			
404-1 Average hours of training per year per employee	a. Average hours of training	SR Appendix II, Training and education, page 75.	Information unavailable/incomplete	Our training data currently only includes training organized centrally. It does not include training given on a divisional or local/regional level.
404-2 Programs for upgrading employee skills and transition assistance programs	a. Type and scope of programs and assistance to upgrade employee skills	SR, Training and development programs, page 31.		
	b. Transition assistance programs	We are not aware of any transition assistance programs at any of the Franke entities at this time.		
404-3 Percentage of employees receiving regular performance and career development reviews	a. Employees who received a regular performance and career development review	SR, Talent management and career development, page 33. Appendix II, Training and education, page 75.		
Product responsibility and sustainable innovation				
3-3 Management of material topic	a. Actual and potential impacts	SR, Product responsibility and sustainable innovation, page 35.		
	b. Involvement with impacts			
	c. Policies or commitments			
	d. Actions to manage material topics			
	e. Tracking effectiveness			
	f. Stakeholder engagement			
302-5 Reductions in energy requirements of products and services	a. Reductions in energy requirements of sold products		Information unavailable/incomplete	The data for assessing the reduction in energy demand for our products is not yet available. Considering these data quality constraints, we cannot fulfill this requirement yet. We aim to have the information ready within 1 to 5 years.
	b. Basis for calculating reductions			
	c. Standards, methodologies and/or calculation tools used			
416-1 Assessment of the health and safety impacts of product and service categories	a. Percentage of significant product and ser-vice categories for which health and safety impacts are assessed for improvement		Information unavailable/incomplete	As this is a new KPI for Franke, we have not yet integrated the data collection into our reporting processes. We aim to do this within the next 1 to 5 years.

GRI STANDARDS			OMISSION	
DISCLOSURE TITLE	DISCLOSURE	RESPONSE	REASON FOR OMISSION	EXPLANATION
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	a. Total number of incidents	<p>Franke records the total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of our products and services within the reporting period, by:</p> <ol style="list-style-type: none"> Incidents of non-compliance with regulations resulting in a fine or penalty; Incidents of non-compliance with regulations resulting in a warning; Incidents of non-compliance with voluntary codes. <p>Total incidents of non-compliance decreased from 16 incidents in 2023 to 3 in 2024. These incidents were for non-compliance with voluntary codes and occurred as a result of improper use of the products rather than product faults.</p> <p>The reported cases relate to Franke Foodservice Systems, and countermeasures were taken for the products concerned. Franke's Head of Quality, who is responsible for coordinating Group-wide quality assurance, control, and improvement activities, is in the process of understanding how best to integrate this KPI into the other two Franke divisions.</p> <p>Significant incidents of non-compliance are identified as those which result in a fine or penalty. There were no significant instances of non-compliance regarding product safety during the reported period.</p>	Information unavailable/incomplete	The reported cases relate to Foodservice Systems Division only, and we also do not have complete information for all entities within this division. We are working to improve this data for future reporting cycles.
417-1 Requirements for product and service information and labeling	a. Types of information required	Franke complies with all legal requirements related to product and service information and labeling.		
417-2 Incidents of non-compliance concerning product and service information and labeling	a. Total number of incidents		Information unavailable/incomplete	Same explanation as for 416-1.
417-3 Incidents of non-compliance concerning marketing communications	a. Total number of incidents		Information unavailable/incomplete	Same explanation as for 416-1.
Own indicator	a. Service call rate	To track product performance once our products reach consumers, we use an indicator that measures the number of defective products based on customer complaints received within the warranty period. This gives us our service call rate: the percentage of defective products compared to the total number of products sold. Our service call rate for 2024 was 1.35 percent, compared to 1.29 percent in 2023.		
	b. Contextual information	<ul style="list-style-type: none"> KPIs are taken from the divisions instead of at legal entity level to improve the quality of data. Markets or product groups are disregarded if not enough data is available. Not all data on defective products is available as some of our markets discharge product liability to intermediaries (dealers). 		



Appendix II

Data and further information

Franke and its reporting practices

Franke locations*

- Franke Home Solutions
- Franke Foodservice Systems
- ▲ Franke Coffee Systems

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New data reporting system

In 2025, we implemented a new data platform to streamline our data collection process and to help us prepare for CSR compliance in the coming years. This new system helps us capture more accurate, granular, and comprehensive data; however, since it differs from our previous reporting system, some direct data comparisons with previous years are not possible. Specifically for emissions, Intelx uses different conversion rates and calculations from those used in Cognos. Direct comparisons for emissions (and other data) will be available from the next reporting cycle (2025) onwards.

Restatements of information

All of the numbers below are restatements of information for the reporting year 2023:

- Consumption of natural gas: +6,325 GJ
- Consumption of heating oil: +1,471 GJ
- Consumption of gasoline (Scope 1 & 3): +1,067 GJ
- Renewable packaging: +73 tons
- Scope 2 CO₂e emissions for 2023: +2,070 tons
- Scope 3 Category 1 CO₂e emissions for 2023: +408,516 tons
- Scope 3 Category 2 CO₂e emissions for 2023: -23,867 tons
- Scope 3 Category 4 CO₂e emissions for 2023: +90,960 tons

Activities and workers

Value chain

The three Franke divisions share some similarities and some differences in activities within their value chains, as summarized in The Franke value chain on page 18, with further details provided here:

Upstream activities include sourcing raw materials, components and finished goods; logistics (e.g., inland, warehousing, global forwarding); services (e.g., marketing and communications, IT, consulting, business travel); facilities management (e.g., water, energy, fuel supply); and maintenance, repair and operations.

Direct operational activities include energy use management (heat and electricity); production/assembly processes; transportation within Franke; waste and wastewater management; employee management; infrastructure maintenance; IT; R&D; and water use management.

Downstream activities include use phase of our products; distribution (mainly B2B); customer safety (B2B compliance and support); end of life; and end-product waste and packaging.

Employees and workers who are not employees

Employees by region 2024

IN FTES AT YEAR END	AMERICAS	ASIA PACIFIC	CENTRAL & EASTERN EUROPE	MIDDLE EAST & AFRICA	WESTERN EUROPE	TOTAL
Total number of employees	1 344	1 394	1 172	524	2 757	7 191
Permanent employees	1 344	1 124	1 046	498	2 685	6 697
Temporary employees	0	270	126	26	72	494
Non-guaranteed hours employees	-	-	-	-	-	-
Full-time employees	1 339	1 390	1 143	524	2 592	6 988
Part-time employees	5	4	29	0	165	203

Employees by region 2023

IN FTES AT YEAR END	AMERICAS	ASIA PACIFIC	CENTRAL & EASTERN EUROPE	MIDDLE EAST & AFRICA	WESTERN EUROPE	TOTAL
Total number of employees	1 373	1 375	1 145	529	2 766	7 188
Permanent employees	1 371	1 098	962	501	2 689	6 621
Temporary employees	2	278	183	28	77	568
Non-guaranteed hours employees	-	-	-	-	-	-
Full-time employees	1 369	1 367	1 134	529	2 607	7 006
Part-time employees	4	8	11	0	159	182

Employees by region difference 2024/2023

IN FTES AT YEAR END	AMERICAS	ASIA PACIFIC	CENTRAL & EASTERN EUROPE	MIDDLE EAST & AFRICA	WESTERN EUROPE	TOTAL
Total number of employees	-2.2%	1.4%	2.3%	-0.9%	-0.3%	0.0%
Permanent employees	-2.0%	2.4%	8.7%	-0.6%	-0.2%	1.1%
Temporary employees	-100.0%	-2.7%	-31.3%	-7.1%	-6.5%	-13.0%
Non-guaranteed hours employees	-	-	-	-	-	-
Full-time employees	-2.2%	1.7%	0.8%	-0.9%	-0.6%	-0.3%
Part-time employees	10.6%	-47.6%	166.0%	0.0%	3.6%	11.1%

The 166.0 percent increase in part-time employees in Central and Eastern Europe appears high but in absolute terms this was an additional 18 workers. The 31.3 percent reduction in temporary workers in Central and Eastern Europe (from 183 to 126) was largely due to employees transitioning to permanent contracts.

Franke locations in Asia Pacific account for our largest number of temporary employees (278). This is due to the common practice in China of awarding contracts of a limited duration (typically three years) before providing a permanent contract. Franke locations in China account for 91 percent of temporary employees at Franke in the Asia Pacific region.

Employees by gender 2024 (in FTEs at year end)

IN FTES AT YEAR END	FEMALE	MALE	OTHER	NOT DISCLOSED	TOTAL
Total number of employees	1 982	5 186	2	20	7 191
Permanent employees	1 818	4 858	2	19	6 697
Temporary employees	164	329	-	1	494
Non-guaranteed hours employees	-	-	-	-	-
Full-time employees	1 862	5 104	2	20	6 988
Part-time employees	120	82	-	-	203

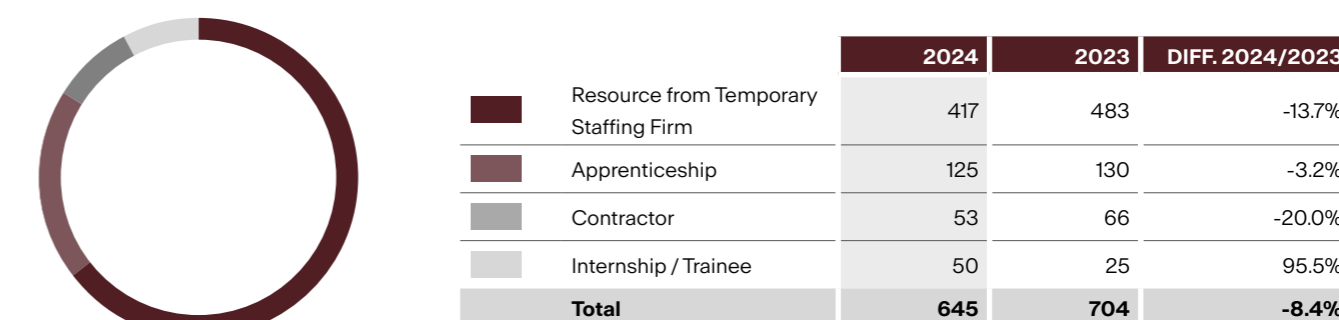
Employees by gender 2023 (in FTEs at year end)

IN FTES AT YEAR END	FEMALE	MALE	OTHER	NOT DISCLOSED	TOTAL
Total number of employees	1 955	5 209	3	22	7 188
Permanent employees	1 757	4 839	3	21	6 621
Temporary employees	197	369	-	1	568
Non-guaranteed hours employees	-	-	-	-	-
Full-time employees	1 835	5 146	3	22	7 006
Part-time employees	120	63	-	-	182

Employees by gender difference 2024/2023 (in FTEs at year end)

IN FTES AT YEAR END	FEMALE	MALE	OTHER	NOT DISCLOSED	TOTAL
Total number of employees	1.4%	-0.4%	-33.3%	-9.1%	0.0%
Permanent employees	3.5%	0.4%	-33.3%	-9.5%	1.1%
Temporary employees	-16.7%	-11.1%	-	-	-13.0%
Non-guaranteed hours employees	-	-	-	-	-
Full-time employees	1.5%	-0.8%	-33.3%	-9.1%	-0.3%
Part-time employees	0.6%	31.1%	-	-	11.1%

Workers who are not employees



The 13.7 percent decrease in workers from temporary staffing firms was mainly due to plant closures, while the 20.0 percent decrease in contractors is considered a normal fluctuation for these roles.

The 95.5 percent increase in internships/trainees is largely due to Franke Home Solutions South Africa now offering these types of work placements. However, it should be noted that this category naturally fluctuates and is also a relatively small proportion of workers who are not employees.

Functional split of all workers

IN FTES AT YEAR END	WORKERS WHO ARE NOT EMPLOYEES			EMPLOYEES		
	2024	2023	DIFF. 2024/2023	2024	2023	DIFF. 2024/2023
Operations - Direct Labour	350	360	-2.7%	2 277	2 321	-1.9%
Operations - Logistic Outbound	99	104	-4.6%	580	548	5.8%
Sales	22	81	-73.3%	1 501	1 522	-1.4%
General Management and Administration	58	59	-2.4%	107	126	-15.5%
Operations - Material Overhead	43	34	24.4%	617	594	3.8%
Operations - Manufacturing Overhead	15	21	-28.2%	789	862	-8.5%
Information Services	9	12	-24.6%	206	199	3.4%
Finance and Controlling	7	14	-50.0%	370	369	0.1%
Marketing and Product Management	6	8	-18.3%	282	271	4.2%
Research and Development	3	2	52.0%	275	198	38.5%
Facility and Office Management / Health and Safety	3	3	-16.7%	50	46	8.7%
Human Resources	31	3	916.7%	131	124	5.6%
Communications and Public Relations	-	1	-100.0%	2	2	0.0%
Legal and Compliance	-	-	0.0%	6	5	16.0%
Total	645	704	-8.4%	7 191	7 188	0.031%

The overall difference in the total number of workers who are not categorized as employees between 2023 and 2024 is relatively small (8.4 percent fewer workers who are not employees in 2024), and almost no difference in employee numbers between 2023 and 2024 (0.031 percent more in 2024). The biggest reductions in workers who are not employees (in terms of absolute numbers) were for sales functions and human resources. This was largely due to the closure of Franke Home Solutions Thailand and a reduction in external sales functions for Franke US.

The 15.5 percent reduction in employees in General Management and Administration was largely due to the

divestment of Franke Home Solutions US (Faber North America) and the closure of Franke Foodservice Systems US. The 38.5 percent increase in R&D employees was driven by a reallocation of employees from Engineering. The 16.0 percent increase in Legal and Compliance employees represents only one additional worker in absolute terms.

While GRI requires us to only show the difference between functions for workers who are not employees, we are showing this detail for employees as well, in order to provide a complete picture.

Diversity: female employees compared to the prior year (headcount)

	NUMBER OF WOMEN 2024	TOTAL 2024	% OF TOTAL 2024	NUMBER OF WOMEN 2023	TOTAL 2023	% OF TOTAL 2023
Supervisory Board	1	6	17%	1	5	20%
Management Board	1	8	13%	1	8	13%
Management Level 1 (reporting directly to Management Board)	20	81	25%	20	79	25%
Management Level 2 (reporting directly to Management Level 1)	78	299	26%	71	292	24%
Total employees*	2 041	7 281	28%	2 018	7 279	28%

Governance

Members of the Board of Directors

MEMBER	CITIZENSHIP	YEAR OF BIRTH	TENURE	OTHER SIGNIFICANT POSITIONS & COMMITMENTS	RELEVANT COMPETENCIES
Chairman					
Alexander Pieper	Swiss	1983	Member since 2018 and Chairman since 2023	Since 2016, Alexander Pieper has been the owner of the Kraftwerk Group AG, of which he was CEO from 2017 to 2023. He joined the Artemis Group in 2023 as a member of the Group Management and oversees a part of the Artemis Asset Management Group.	Alexander Pieper has a professional background in industrial engineering. He worked for the Franke Group for 13 years in various management positions in Switzerland and abroad. He has been a member of the Board of Directors of Artemis Holding AG since 2015 and was appointed Chairman of the Board of Directors of Franke Holding AG in 2023. Additionally, he belongs to the Artemis Group Management since 2023.
Non-Executive Directors					
Michael Pieper	Swiss	1946	Member since 2013	Michael Pieper is President/CEO of the Artemis Group. He is a member of the Board of Directors of several Swiss companies such as Forbo, Arbonia, Autoneum and Bergos, as well as Duravit.	Michael Pieper holds a master's degree in Business Administration from the University of St. Gallen, Switzerland. He has owned Franke since 1989 and managed the Group until 2012. Prior to that, Michael Pieper worked for several years in the USA in various management positions in banking.
Patrick Naef	Swiss	1965	Member since 2018	Patrick Naef is a consultant to organizations involved in the digitalization and coaching of IT executives. He sits on several boards of start-ups and on advisory boards of technology companies and venture capitalist firms in Silicon Valley.	Patrick Naef holds a degree in Computer Science Engineering from ETH Zurich, Switzerland, and an Executive MBA from the University of St. Gallen, Switzerland. From 2006 to June 2018, he was CIO at Emirates Airline & Group in Dubai and, at the same time, a member of the board of directors of SITA, a global telecommunications and IT company owned by airlines. He was also CEO of Mercator, a subsidiary of Emirates Group, from 2006 to 2014. Other professional positions include CIO at SIG and Swissair, as well as senior positions at Zurich Insurance, HP and Bank Julius Baer.
Martin Klöti	Swiss	1973	Member since 2024	Martin Klöti joined the Artemis Group in 2023 as CFO and member of the Group Management.	Martin Klöti is a chartered accountant and a federally certified fiduciary. He started his career with a Swiss fiduciary. Martin was an auditor for trade and industry at Deloitte, and later, CFO and a member of the Group Management at Schweiter Technologies Group where he spent over nine years.

MEMBER	CITIZENSHIP	YEAR OF BIRTH	TENURE	OTHER SIGNIFICANT POSITIONS & COMMITMENTS	RELEVANT COMPETENCIES
Dr. Michael Reinhard	German/ Swiss	1956	Member since 2018	Dr. Michael Reinhard is a member of the Board of Directors of the Swiss company Georg Utz Holding AG.	Dr. Michael Reinhard studied mechanical engineering at the Technical University of Darmstadt, Germany. He retired after 12 years with Geberit, where he was responsible for the Group Divisions Sales, Products and Operations as a member of the Group Executive Board between 2005 and 2017. Prior to this, Dr Michael Reinhard held various management positions at Schott Glas and McKinsey & Company, among others.
Tanja Vainio	Finnish	1974	Member since 2021	Tanja Vainio is Country President Switzerland of Schneider Electric since 2022.	Tanja Vainio studied mechanical engineering at Tampere University of Technology in Finland and holds a degree in Civil Engineering/Supply Chain Management as well as an MBA from the Massachusetts Institute of Technology (MIT) Cambridge in the USA. She served for more than 20 years in various management roles for ABB in Switzerland, the Czech Republic, Finland, Hungary, Sweden and the USA. From 2018 to 2021, Tanja Vainio was also a member of the Board of Directors at Impact Coatings AB in Sweden.

Members of the Management Board

MEMBER	POSITION	CITIZENSHIP	YEAR OF BIRTH	TENURE	RELEVANT COMPETENCIES
Patrik Wohlhauser	President/ CEO, Franke Group	Swiss	1964	Since 2018	Patrik Wohlhauser holds a master's degree in Business Administration from the University of Freiburg, Switzerland. Before joining Franke, he was CEO at Wittur Holding GmbH, a global leading manufacturer and supplier of components for elevator construction. For the 15 years prior to that, he had various management roles at Evonik and Degussa, respectively, including Head of the Business Units Construction Systems Europe and Exclusive Synthesis & Catalysts. In 2011, Patrik Wohlhauser was appointed to the Executive Board of Evonik Industries AG with responsibility for the Consumer, Health & Nutrition segment. In 2014, as Chief Operating Officer (COO), he assumed responsibility for the entire chemical business. Prior to his time at the leading German global industrial group for specialty chemicals, he worked for Sandoz International AG and MBT Schweiz AG.
Walter Scherz	Chief Financial Officer/ CFO	Swiss	1977	Since 2024	Walter Scherz holds a master's degree in economics from the University of St. Gallen, Switzerland. He has held various management positions at the Datwyler Group for over 10 years. From 2020, he was a member of the Executive Management and headed the Finance & Shared Services Group function as Chief Financial Officer (CFO). In September 2024, he joined Franke as CFO. Walter is a chartered accountant and started his professional career at KPMG.

MEMBER	POSITION	CITIZENSHIP	YEAR OF BIRTH	TENURE	RELEVANT COMPETENCIES
Markus Bierl	Chief Information Officer, Franke Group	German/ American	1964	Since 2001	Markus Bierl holds a master's degree in Business Engineering IT/OR at the University of Karlsruhe, Germany. He worked for Franke in the US since 2001. During this time, he took on various managerial functions, most recently as CIO of Franke Foodservice Systems. Before Markus Bierl joined Franke, he worked in IT consulting and software development for international clients such as McDonald's, Mövenpick, EAO.
Barbara Borra	President/ CEO, Franke Home Solutions	Italian	1960	Since 2019	Barbara Borra graduated from the Polytechnic University of Turin in Italy with a degree in Chemical Engineering. She also holds an MBA from INSEAD in Fontainebleau, France. Before joining Franke, she was CEO EMEA of the Fontana Group. Prior to that, she spent ten years working for Whirlpool in roles including Vice President of the Global Food Preparation Category and as the General Manager of the Chinese branches. She also held various management positions working for Rhodia and General Electric. Other significant positions and commitments: Barbara Borra is an independent Director on the Board of Brembo and a Member of the Supervisory Board of Randstad.
Gianluca Mapelli	Chief Operating Officer, Franke Group	Italian	1970	Since 2016	Gianluca Mapelli holds a master's degree in Aeronautical Engineering from the Polytechnic University of Milan, Italy. In April 2016, he joined Franke subsidiary Faber S.p.A in Fabriano, Italy, as Operations Director for Hoods. For 15 years prior to that, he had various management positions in Italy and China at Safilo, a leading eyewear manufacturer and one of the world's largest manufacturers of sunglasses and eyeglass frames, most recently as Plant Director. Before that, Gianluca Mapelli was in a managerial position at Otis Elevator in Italy.
Peter Revesz	President/ CEO, Franke Foodservice Systems	American	1974	Since 2021	Peter Revesz studied electrical engineering at Kettering University in Flint, MI/USA, and obtained his MBA from the Owen School of Management, Vanderbilt University in Nashville, TN/USA. He joined Franke Foodservice Systems in early 2021 as president of the Americas business unit before becoming President/CEO of Franke Foodservice Systems in September 2022. Prior to joining Franke, Peter Revesz served Hilti, Inc., most recently as president and CEO of Hilti Mexico and previously as head of the company's Southeast U.S. region.
Beat Sigrist	Chief Human Resources Officer, Franke Group	Swiss	1970	Since 2014	Beat Sigrist holds a master's degree in Business Administration from the University of St. Gallen, Switzerland. Before joining Franke, he worked at Sulzer as Head of Corporate Human Resources and was an Extended Executive Management Board member. Beat Sigrist has many years of extensive HR experience, acquired in senior HR functions at various industrial and telecommunications companies, including Swisscom and Bosch.
Marco Zancolò	President/ CEO, Franke Coffee Systems	Italian	1966	Since 2019	Marco Zancolò has a degree in engineering from the Technical University of Munich in Germany and an MBA from the IMD Business School in Lausanne in Switzerland. Marco Zancolò previously worked for Nespresso, where he started out as the B2B Commercial Director in Germany 16 years ago. He then took on various key positions in management at Nespresso, most recently as Head of Zone Europe. Before that, Marco Zancolò was a project manager at Boston Consulting Group and a member of the Board of Management at Feria Internationale Reisen GmbH.

Strategy, policies and practices

Franke risk management systems

Franke has a comprehensive system for controlling and managing all risks associated with its business and applies the precautionary principle through its quality, environment, and occupational safety management systems implemented at the various sites. Franke Group Risk Management acts as the interface between all of these management systems, in line with the ISO 31000 standard. As such, all Franke companies have clearly defined contingency planning in place and conduct an annual risk analysis in which key risks are identified. All production companies must also have an emergency management plan in place to ensure a rapid, competent response in the event of an emergency. In addition, employees on business trips are also supported by an external intervention specialist in crisis situations.

Compliance

Franke's compliance management system is based on the pillars of prevention, detection, and control. Compliance activities are directly monitored by Franke's Management Board and the Audit Committee. Marcel Enz, General Counsel and Head of the Legal & Group Compliance department, is responsible for promoting Franke's compliance with applicable laws and regulations.

The compliance processes at individual sites are carried out by the Group Compliance Officer and the local Compliance Officers. Internal audits are conducted based on a risk-oriented approach and include, among other things, compliance risks such as the risk of corruption. Franke's Corporate Compliance and Human Resources departments are responsible for raising awareness of compliance with human rights, and for the internal monitoring of aspects such as discrimination, equal opportunities and diversity, freedom of association, and the right to collective bargaining at all Franke sites.

Responsible sourcing

We have established processes to identify, prevent, and mitigate negative human rights impacts at our production sites and throughout our supply chain through audits, certifications, and employee training. As detailed in the Sustainable procurement chapter, we use Sedex to help us manage risks regarding human and labor rights and safe working environments in our supply chain.

Additionally, we host educational webinars intended to inform our suppliers about responsible sourcing and related upcoming laws and regulations. In 2024, we hosted two webinars, one internally for our procurement teams and one with targeted suppliers to help educate them on the importance of transparency and disclosure to Sedex. We also conduct one-to-one engagements with suppliers where necessary or requested.

In the event of a breach of any of the requirements in the Supplier Code, Franke will request the supplier to provide an action plan setting out corrective actions. If Franke deems that the action plan is not adequate for remediating the breach or the breach is not remediable, then Franke is entitled to terminate the contractual agreement.

Code of Conduct

Fifteen clearly structured ethical principles comprise the Franke Code of Conduct. An e-learning program guides employees on all aspects of the Code, and employees are encouraged to seek advice from their line managers or HR representatives if they have any questions relating to any aspects of the Code or other responsible business conduct policies. We provide online Code of Conduct training courses covering the importance of legal compliance, particularly with regard to anti-corruption, antitrust law, product requirements, third-party industrial property rights, data protection, and trade restrictions. Training must be repeated in two-year cycles, with all new hires required to complete the training during the onboarding process. 93 percent of eligible employees (4,028) had completed the Code of Conduct training module as per the reporting date of December 31, 2024. Additional online training is available on anti-corruption and antitrust law. These modules are mandatory for risk-specific groups (totaling 829 employees in 2024), and training must also be repeated in two-year cycles. By the end of 2024, 94 percent of applicable employees had completed the anti-trust module and the anti-corruption module.

Membership associations

Franke has been a member of the UN Global Compact since January 2011. Franke is also active in a number of industry associations and initiatives in various countries. Many of these organizations specialize in sustainability topics. These associations include:

- APPLiA, a Brussels-based trade association that represents the household appliance industry in Europe and promotes innovative, sustainable policies and solutions for EU homes. The Franke Code of Conduct is closely aligned with the

APPLiA's Associations Code of Conduct, which promotes fair and sustainable standards for working conditions, social compliance, and environmental performance.

- CDP, a not-for-profit organization that runs the global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts. Franke is requesting that its key suppliers disclose their environmental impacts through CDP.
- öbu, the Swiss association and think tank for ecologically conscious corporate management, promotes the implementation of advanced sustainability standards in business.
- Science Based Targets Initiative (SBTi), an organization driving climate action in the private sector by enabling organizations to set science-based emissions reduction targets. Franke has verified its science-based emissions reduction targets with SBTi.
- Sedex, an organization that provides a global platform for companies to manage and improve working conditions in global supply chains. The platform helps companies to identify and work with suppliers that protect human rights and labor rights, as well as provide safe working environments.

Stakeholder engagement

Stakeholders

The visual (see next page) depicts the stakeholders that Franke considered the most relevant to its operations and decision making in 2024 and the engagement methods for receiving their feedback. These stakeholders are considered most relevant because they fulfill at least one of the following two criteria: they exert a strong influence on Franke's economic, environmental, or social performance, and/or are strongly influenced by Franke's economic, environmental, or social performance.

Dialogue with external stakeholders remains decentralized at Franke, but we continue to work on developing a more unified engagement approach across the Franke divisions, which will enable more targeted and structured dialogues with external stakeholders in the future.

Most important stakeholders 2024



Disclosures on material topics

Process to determine material topics

Please see pages 72-73 of the Franke Group Sustainability Report 2023 for details on our materiality assessment.

Material topics

Climate and Energy

Energy consumption (in relation to net sales)

	UNIT	2024	2023	DIFF. 2024/2023
Electricity	GJ/Mio. CHF	102	99	3.9%
Natural gas	GJ/Mio. CHF	61	60	1.6%
District heating	GJ/Mio. CHF	13	14	-8.7%
Heating oil extra light	GJ/Mio. CHF	5	5	5.9%
LPG, Propane, Butane	GJ/Mio. CHF	2	0	-
Fuels (Consumption from scope 1 and scope 3)	GJ/Mio. CHF	27	25	9.5%
Total	GJ/Mio. CHF	210	202	4.1%

The changes in Franke's energy consumption are explained in the chapter Climate & Energy (in absolute terms). The changes relative to net sales are slightly higher compared

to the changes for absolute numbers due to a reduction of 8.5 percent in net sales for 2024.

CO₂e emissions

	UNIT	2024	2023	DIFF. 2024/2023
Scope 1*	Metric tons (t)	8 585	9 334	-8.0%
Scope 2	Metric tons (t)	16 681	17 811	-6.3%
Absolute CO₂e emissions (scope 1 and 2)	Metric tons (t)	25 267	27 145	-6.9%
Relative CO₂e emissions	t/Mio. CHF	11.4	11.2	1.8%

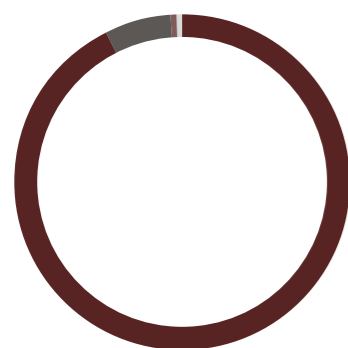
*The biogenic emissions related to CO₂ from our wood chip heating system account to 1383 tonnes of CO₂ in 2024 and 1731 tonnes of CO₂ in 2023. According to the Greenhouse Gas Protocol, those are not part of scope 1 but need to be disclosed.

The changes in Franke's CO₂ emissions are explained in the chapter Climate & Energy. As with energy consumption, the changes relative to net sales are slightly higher compared to

the changes for absolute numbers due to the decrease in net sales in 2024.

For completeness, we are including our Scope 3 emissions for our base year (2020) here.

Scope 3 CO₂e inventory for baseline year 2020



SCOPE 3 CATEGORY	TCO ₂ e	IN % OF TOTAL SCOPE 3 EMISSIONS*
Use of Sold Products	19 470 244	92.2%
Purchased Goods and Services	1 399 468	6.6%
Capital Goods	88 960	0.4%
Upstream Transportation and Distribution	88 943	0.4%
Downstream Transportation and Distribution	18 894	0.1%
Employee Commuting	14 771	0.1%
Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2	11 905	0.1%
End-of-Life Treatment of Sold Products	9 857	<0.1%
Waste Treatment	7 255	<0.1%
Upstream Leased Assets	3 708	<0.1%
Business Travel	1 163	<0.1%
Total	21 115 168	100.0%

* Due to rounding, percentages don't always add up to 100.

Scope 3 CO₂e emissions breakdown

	UNIT	2024	2023	DIFF. 2024/2023
Cat. 1: Purchased Goods and Services	Metric tons (t)	1 351 511	1 601 042	-15.6%
Cat. 2: Capital Goods	Metric tons (t)	79 188	39 964	98.1%
Cat. 4: Upstream Transportation and Distribution	Metric tons (t)	60 890	132 320	-54.0%
Cat. 11: Use of Sold Products	Metric tons (t)	16 645 685	18 553 038	-10.3%
Scope 3 Total	Metric tons (t)	18 137 274	20 326 365	-10.8%

Our total Scope 3 emissions decreased in 2024 compared to 2023 by -10.8% percent.

- The changes within individual Scope 3 categories were largely due to more complete and granular data being available, allowing us to more accurately categorize

activities and products, which in turn meant we could use more precise emissions factors. We also nearly doubled the share of calculated emissions based on actual supplier-reported data from CDP, resulting in a significant improvement in the accuracy and reliability of our emissions data compared to the previous year.

Resource use and circularity

Total water consumption decreased by 10.7 percent in absolute terms in 2024 (349,875 m³ to 312,566 m³), largely as a result of decreased production, increased efficiency, and the repairing

of a leak at one entity. Total water discharge decreased by 11.5 percent in absolute terms (350,568 m³ to 310,309 m³) for similar reasons.

Waste diverted from disposal

	UNIT	2024
Non-hazardous compost	Metric tons (t)	541
Non-hazardous other recovery options	Metric tons (t)	3 510
Non-hazardous recycling	Metric tons (t)	8 856
Hazardous compost	Metric tons (t)	0
Hazardous other recovery options	Metric tons (t)	149
Hazardous recycling	Metric tons (t)	149

Waste directed to disposal

	UNIT	2024
Non-hazardous incineration with recovery	Metric tons (t)	374
Non-hazardous incineration without recovery	Metric tons (t)	938
Non-hazardous landfill	Metric tons (t)	3 185
Hazardous incineration with recovery	Metric tons (t)	8
Hazardous incineration without recovery	Metric tons (t)	604
Hazardous landfill	Metric tons (t)	138

Safety and occupational health

Hazard identification, risk assessment, and incident investigation

Franke has a documented incident reporting and investigation procedure which includes the following actions to take following an accident in the workplace:

- Plant management informs respective operations responsible within 24 hours;
- The current shift is informed in a meeting on the same day as the accident or the following day at the latest;
- A call with the Head of Global SHE and the respective Head of Operations takes place within 3 working days;
- A summary page and analysis template are prepared;
- If needed, a second call to review the analysis, dynamics, immediate and preventive actions and lessons learned takes place;
- The incident report is updated in the NeXt tool/DSFM within 7 days of the call;
- The incident report is circulated to the operations community within 9 days after the call. The report is translated for a toolbox meeting and the presence of operators to be signed off.

The investigation process is as follows: The (plant-)manager organizes the following:

- Care for the victim, colleagues and the family;
- Secure and lock the incident location and relevant (machine/system) data;
- Appoint investigation leader;
- Have a close look at other similar situations (horizontal expansion);
- Take photos and map the incident location;
- Obtain evidence;
- Take statements of key persons and witnesses;
- Formally approve clearance of the incident location.

If the incident involved a supplier, the supplier's manager or supervisor will be notified. The supplier will support the investigation of the incident and will provide all necessary information. Procurement, being the liaison with the supplier, must also be informed.

Investigation process continued:

The appointed investigation leader organizes the following:

- Kick-off meeting with investigation team and plant management, to decide on investigation/communication planning;

- Plan interview with witnesses;
- If possible, simulate what has happened;
- Apply Root Cause Analysis using embedded template;
- Formal approve clearance of the incident location.

Lead time of the Root Cause Analysis (RCA) investigation and reporting is 10 working days.

Safety and occupational health

	2024	2023	DIFF. 2024/2023
Recordable work-related injuries	39	59	
High-consequence work-related injuries	0	0	
Fatalities as a result of work-related injuries	0	0	
Rate of recordable work-related injuries	5.74	8.58	
Rate of high-consequence work-related injuries	0	0	
Rate of fatalities as a result of work-related injuries	0	0	
Production facilities certified according to ISO 45001	21 / 23	22 / 25	91% / 88%

Note: For the data regarding injuries, we are only including Franke Home Solutions and Franke Foodservice Systems' production and warehousing facilities; Franke Coffee Systems and our office facilities are not included in these figures. We have calculated these figures in accordance with GRI 403 Occupational Health and Safety disclosure requirements and adjusted the numbers we report based on these requirements.

Training and education

Average training hours

AVERAGE TRAINING HOURS PER CATEGORY	LEADERSHIP DEVELOPMENT PROGRAM	FRANKE PROJECT MANAGEMENT TRAINING	ONE FRANKE TALENT PROGRAM (OFTP)	LINKEDIN LEARNING	SHARPIST	EDUCATION FIRST ENGLISH TRAINING	TOTAL ACROSS ALL TRAININGS
Total across all categories	0.97	0.40	0.11	0.94	0.04	0.19	2.65
Split by gender	not available						
Women	1.47	0.69	-	-	-	0.19	2.36
Men	0.79	0.29	-	-	-	0.18	1.26
Split by function	not available						
Communications and Public Relations	0.00	0.00	-	-	-	-	0.00
Finance and Controlling	0.03	0.02	-	-	-	-	0.05
General Management and Administration	0.02	0.02	-	-	-	-	0.04
Human Resources	0.01	0.02	-	-	-	-	0.03
Information Services	0.02	0.02	-	-	-	-	0.04
Legal and Compliance	0.00	0.00	-	-	-	-	0.00
Marketing and Product Management	0.01	0.04	-	-	-	-	0.05
Operations	0.07	0.08	-	-	-	-	0.15
Others	0.01	0.00	-	-	-	-	0.01
Research and Development	0.01	0.01	-	-	-	-	0.02
Sales	0.10	0.20	-	-	-	-	0.30

Note: This table includes only trainings organized centrally. Everything that is organized on a divisional (e.g. product and sales trainings) or local level, is not yet tracked on a consolidated Group level.

We have collected this data and presented it in accordance with GRI 404-1 Average hours of training per year per employee, providing employee participation in trainings according to gender and function where possible. Only trainings organized centrally are included in this table.

Trainings that are organized on a divisional or local level (e.g., product and sales excellence training) are not yet tracked or consolidated at the Group level. We are working on including this in future reporting cycles.

My Contribution Dialogues for managers vs non-managers

This table shows the number and percentage of employees who have used the My Contribution Dialogue (MCD) tool or not, categorized by whether they manage people or not.

MCD: YES OR NO	NO		YES	
MANAGING PEOPLE	# OF RESPONSES	% OF RESPONSES	# OF RESPONSES	% OF RESPONSES
No	5 323	70.5	750	9.9
Yes	1 093	14.5	384	5.1
Total	6 416	85.0	1 134	15.1

My Contribution Dialogues per type of worker

This table shows the number and percentage of employees who have used the MCD tool or not, categorized by their work function (office-based or production).

MCD: YES OR NO	NO		YES	
OFFICE VS PRODUCTION	# OF RESPONSES	% OF RESPONSES	# OF RESPONSES	% OF RESPONSES
Office	2 275	30.1	1 053	13.9
Production	3 798	50.3	424	5.6
Total	6 073	80.4	1 477	19.6

The My Contribution Dialogue is a tool that supports employees and managers in discussing performance goals and development opportunities. Please see the section on Talent management and career development in the chapter Training and education for further details. This data relates to GRI 404-3 Percentage of employees receiving regular performance and career development reviews.

Other

The table below is intended to provide additional financial context about the Franke Group. Among others, it shows our net sales – a figure we have used in the calculation of some disclosures to demonstrate the situation relative to the year's financial performance.

Profitability

IN M CHF	2024	2023	DIFF. 2024/2023
Net sales	2 210	2 416	-8.5%
Organic growth	-5.1%	1.7%	-400.0%
Investments	124	90	37.8%
Average number of employees without apprentices	7 607	7 693	-1.1%

Impressum



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