

CWS

WORKWEAR

Service with purpose

**CWS Workwear
Responsibility Report 2025/26**



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This report takes you behind the scenes of how CWS Workwear delivers its service throughout the full workwear lifecycle. Following the service cycle, it showcases the people, processes and technologies that drive quality, reliability and responsible resource use day after day. In doing so, it brings this year's claim to life: **Service with purpose – our service. Your path to the future.**





Hartmut Engler, CEO CWS Workwear

Leonie Biesen, Head of Sustainability & ESG

A new era of responsibility

At CWS Workwear, responsibility is a business enabler. Our Responsibility Report 2025/26 continues our commitment to sustainability and shows how it has a positive impact on people and the planet. Hartmut Engler, CEO, and Leonie Biesen, Head of Sustainability & ESG, explain why our new approach to responsibility is changing the game in the workwear industry.

Why does responsibility matter so much?

Hartmut Engler It creates long-term value for our customers, our employees, our company and the communities we serve. The year 2025 was a record year of growth, investment and strategic expansion, and responsibility was a key factor in our success. An important change is that sustainability and responsibility have become integral components of our business strategy, and they help to strengthen our long-term business resilience, competitiveness and trust.

Leonie Biesen It's also about effective management and transparent communication at all times. This adds an extra layer of importance to this report, which shows how we integrate responsible practices into daily decision-making and the service we provide to our customers. Behind that are our people, who, with their commitment, initiative and dedication, take responsibility every day and are the driving force behind every step of the progress we make.



What are the synergies between sustainability and responsibility?

HE They are interconnected, and for us, they also provide a strategic framework for ensuring the longevity of our operations and the success of our customers. It is through a stronger interaction between technology, operations, procurement, human resources and sustainability that we create measurable business value. Responsibility also enables us to meet evolving customer expectations and regulatory requirements.

LB We believe sustainability and responsibility go hand in hand. This holistic approach aligns our environmental goals, social priorities and governance structures, supported by enhanced digital analyses and transparent reporting. And it has changed the way we do business, as we continue to integrate responsibility into our core operations even further. Our progress can be seen in the recognition, awards and ratings from leading organisations, such as EcoVadis and SBTi.

»With a focus on value creation and operational excellence, we want to achieve responsible growth, strengthen customer trust and ensure long-term competitiveness.«

Hartmut Engler, CEO CWS Workwear

What role do employees play in responsibility?

HE Our people are the most valuable resource we have. I'm very impressed with how all our employees have readily taken the purpose of responsibility on board to drive operational and service excellence in all facets of our organisation.

LB We have such diverse expertise across all areas of our organisation. Diversity, safety, development and empowerment are the foundations of long-term performance, and we continually challenge ourselves, our employees and the status quo, while also focusing on areas that need further improvement.

What challenges lie ahead?

HE Our responsibility journey is ongoing. We want to continue to grow, learn and adapt every year, and to elevate our work through new KPIs, stronger governance and more rigorous external validation. With a focus on value creation and operational excellence, we want to achieve responsible growth and provide best-in-class service to our customers.

LB And we are committed to raising our standards in transparency, climate action and social aspects. By combining technology, responsibility and a people-centred approach, we will certainly accelerate our progress in 2026 and beyond.





Taking a value-creation approach to sustainability

With environment, social and governance (ESG) priorities embedded into our Value Creation Plan, sustainability, responsibility and long-term impact form an integral part of CWS Workwear's core business strategy.

ECOVADIS GOLD RATING

Top 5%

Among the global top tier of rated companies

In 2025, we further strengthened and improved our ESG performance by deepening the integration of sustainability across all our business operations. This enhanced approach has advanced data transparency and resulted in measurable progress across our three focus pillars: environmental stewardship, social responsibility and governance excellence. At the same time, we have reaffirmed our commitments to internationally recognised frameworks, including the Science Based Targets initiative (SBTi).

The results and achievements demonstrate the practical impact of our strategy. Initiatives implemented across all parts of our organisation contributed to lower emissions, improved resource efficiency, stronger employee development and strengthened compliance processes. External assessments and recognitions reflect this progress. As a result, we achieved the Gold

rating from EcoVadis, placing us among the top 5% of companies worldwide for sustainability performance.

In parallel, we continued our transition from compliance-driven ESG management towards an approach that is embedded in day-to-day operations and supports long-term value creation. We strengthened cross-functional alignment through updated KPIs, more transparent data governance and newly and clearly defined ownership roles across our business. ESG considerations are increasingly integrated into procurement, supply chain (management), product development, employee development and other operational areas, supporting consistency, accountability and continuous improvement.



Environmental stewardship

We remain committed to reducing our carbon footprint through the expansion of renewable energy, targeted efficiency upgrades and the systematic decarbonisation of our facilities. In line with our sustainability strategy and our near-term science-based targets, we aim to reduce Scope 1 and 2 emissions by up to 42% and Scope 3 emissions by up to 25% by 2030 (compared to 2021 levels). Progress in data collection and structured supplier engagement has further improved transparency across Scope 3 emissions. In energy management, we achieved an 81% renewable electricity share across operations, while completed energy-efficiency projects have delivered estimated savings of at least 5.911 MWh annually. Water and waste remain a top priority, with water-use efficiency improved at key sites. Water reuse and recycling are provided by 90% of our laundries.

Social responsibility

Within the areas of people and culture, we continued to strengthen diversity, equity and inclusion (DEI). Progress was reflected with positive shifts in female leadership ratios and talent development programs. This includes the CWS Workwear Trainings Academy, opened in Dreieich, Germany, in late 2024. In 2025, the Trainings Academy expanded its learning and knowledge-sharing formats, including the “Sales Rocket” onboarding and “Train the Trainer” workshops. These programmes are designed to support skills development, leadership capabilities and exchange.

We introduced additional initiatives on psychological safety and team engagement and extended our safety protocols in operations and field teams. New training concepts were also implemented to help identify near misses and prevent accidents, reinforcing a proactive approach to occupational health and safety and supporting a culture of shared responsibility.

Governance excellence

Our ESG governance framework provides clear accountability at both the board and operational leadership levels. We aligned our data quality processes with the European Sustainability Reporting Standards (ESRS) and upgraded our ESG data tools and digital dashboards for transparency and oversight. To offer improved customer service, the updated CWS Workwear Repair App, for example, enables customers to digitally report damage to garments, improving response times traceability and coordination between service and customer. In the area of ethics and compliance, we updated our Code of Conduct, expanded ethics and compliance training across the organisation, and continued to strengthen the human rights due diligence processes along the supply chain.

WORKWEAR

About us

Founded in 1899, CWS Workwear has been protecting workers and the planet for more than 125 years. We are a leader in the workwear industry, providing Workwear as a Service with customised solutions supported by more than a century of innovation and service. We operate in 15 countries, serving 1.5 million wearers daily with sustainable, long-lasting garments.

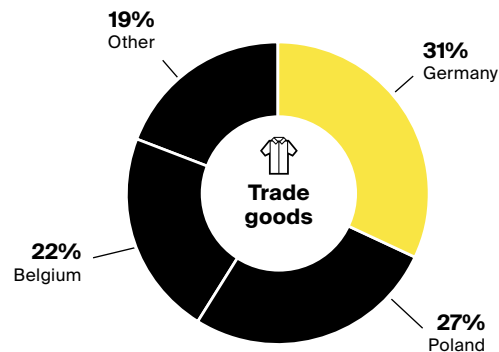
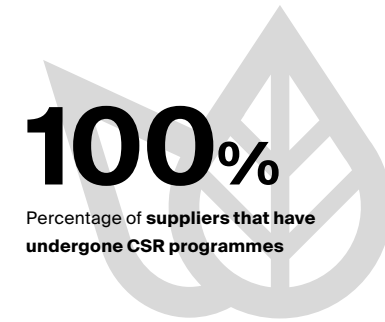
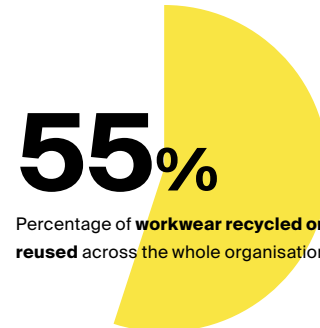
2030 Roadmap

We continue to integrate ESG considerations across our business, advance our circular business model, reduce emissions and manage waste, water and chemicals responsibly as part of our 2030 Roadmap. Ethical sourcing, respect for labour rights and social responsibility remain central priorities, alongside stronger governance through transparency, compliance and risk management to create a more sustainable future.

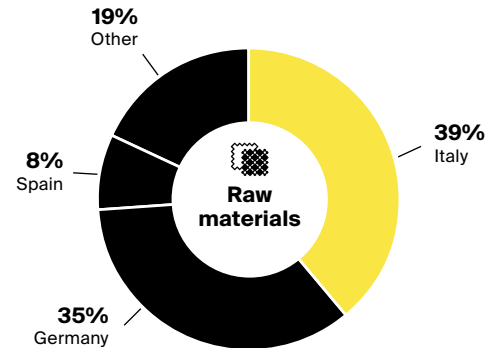


Sustainability in figures

This overview showcases our progress in reducing our environmental impact and fostering ethical labour practices along our supply chain.

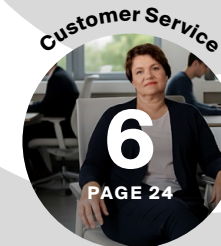
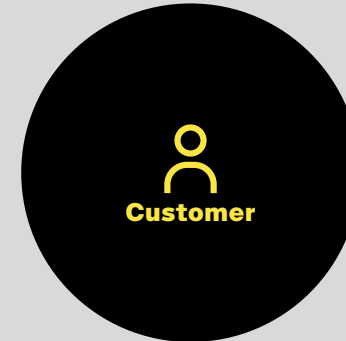
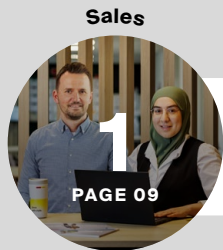


Percentage of **trade goods by country** (Tier 1)



Percentage of **raw material sources by country** (Tier 2)

Workwear solutions that make a difference



With our Workwear as a Service approach, we combine all steps of workwear management into one seamless service. From initial consultation and fitting to washing, repair and delivery, garments move through a continuous cycle designed for reliability and efficiency. The result is consistent quality for our customers.



Product and service know-how

Our sales expert, Racha Bidaoui, shares key insights into her daily work bringing new customers to CWS Workwear.

How do you approach new customers?

Racha Bidaoui Initial contact often begins with a short phone call, followed by a meeting if there is potential for collaboration. We prioritise transparency from the very beginning and rely on structured lead management, research and other customer relationships to identify potential fits. The aim is to determine early on whether our service model aligns with the potential customer's operational needs.

How do you understand and address customer needs and requirements?

RB The goal is to ensure the customer's employees can work safely and professionally without having to manage workwear and its logistics themselves. Most of the time, that is the greatest burden they have and something we can take away from them. With new customers, we invest time in understanding their processes, risks and requirements. By covering operational, financial and strategic areas, we determine how we can add value to a customer's business.

Why does the end-to-end service cycle CWS Workwear provides matter?

RB A managed service model through CWS Workwear means that we take responsibility across the entire service cycle, such as for fitting, delivery and pick-up, washing, maintenance, repair, and even replacement. Once requirements and workforce structures are clear, garments are selected accordingly and fitted correctly. With the service underway, we provide clear reporting on usage, wear, losses and optimisation opportunities. Based on these insights, we proactively advise on improvements for efficiency, cost control and sustainability.



RACHA BIDAOU
Sales Manager New Business

Five years at CWS Workwear. She consults and supports new and existing customers and establishes long-term partnerships between customers and CWS Workwear.

»We ensure the customer's employees can work safely and professionally without having to manage workwear and its logistics themselves.«





»We want to continuously improve our service and make the procurement of workwear as easy as possible for our customers.«

KAMIL THOMALLA
Sales Consultant Existing Business

15 years at CWS Workwear. He works with existing customers to establish long-term partnerships between customers and CWS Workwear.

With a deep understanding of our service model and operational capabilities, Kamil Thomalla builds long-term relationships with existing customers.

How do you know when the service provided by CWS Workwear is working well?

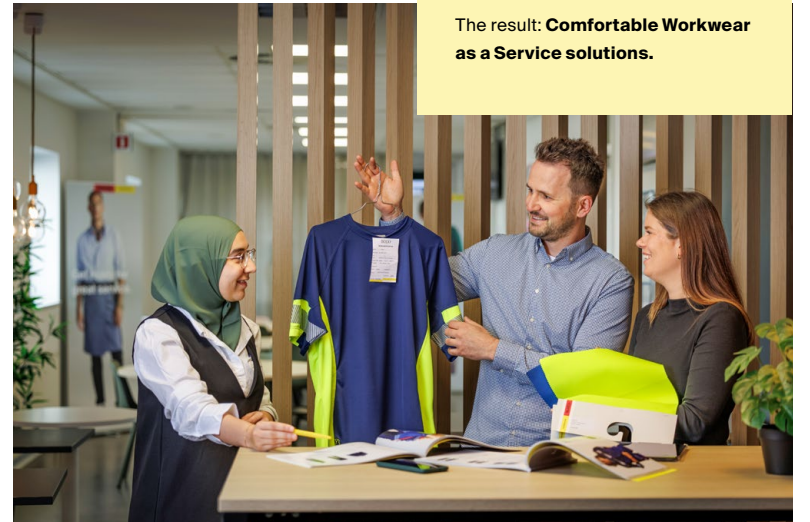
Kamil Thomalla Ideally, customers require minimal effort related to workwear management, as we take care of everything and the service runs reliably in the background. Open, transparent communication is key. Feedback from on-site contacts helps confirm that the processes are stable, and if issues arise, addressing them quickly is essential to maintaining trust. If everything runs smoothly, we have done our job right.

How do you structure regular touch-points and reviews with customers?

KT We want to continuously improve our service and make the procurement of workwear as easy as possible for our customers. During my visits, I speak with the contact person and the employees on-site to get feedback and ensure everything is running smoothly. I always check that the quantity of the garments is still appropriate, the sizes and items are correct, and the wearer list is up to date.

What helps you to avoid problems and increase customer satisfaction?

KT Even short, regular visits make a big difference. Communication is very important: listening carefully to feedback, especially from the wearers, helps us to continuously improve. The better we know the customers and their processes, the more targeted and reliable our support becomes. And the more satisfied they are as a result.



OUR SERVICE CYCLE IN A FLASH

We manage workwear from start to finish. After assessing our customers' needs, we select the right garments for the specific work environment and ensure the right fit for every employee.

Then our flex comfort cycle begins:

- Scheduled pick-ups of worn garments
- Professional industrial washing and drying
- Extensive quality control and repairs
- Scheduled delivery of clean garments
- Further add-ons based on customer needs with our "flex cosy" and "flex prime" models

The result: **Comfortable Workwear as a Service solutions.**



»When we understand how our customers operate, then we can tailor our service model to meet their requirements.«

META SRNEL

Sales Manager New Business

Four years at CWS Workwear. She works in sales and consulting to establish long-term partnerships between customers and CWS Workwear.

Consulting
2

Understanding customers' needs

From the first conversation, our consultants and sales representatives focus on understanding operational realities and building strong relationships. Their role is to translate requirements into a reliable service model that fits the customer, supports safety and continuity, and delivers measurable value from day one.

“

What is your requirement and what do you need in order to solely focus on your business?” This is the starting point of every expert consultation at CWS Workwear. These questions reflect the understanding that no two customers are alike and that workwear requirements vary widely depending on industries, processes and risk profiles.

In waste management, the focus is on safety and reliability. In the food industry, hygiene and compliance are critical. And in hospitality, appearance and service continuity could be the priority. Our Workwear as a Service model is built on a precisely designed and proven rental model, while allowing flexibility to address these differing operational needs.



“Listening is essential,” says Meta Snel, Sales Manager for New Business at CWS Workwear. “When we understand how our customers operate and where their challenges lie, then we can tailor our service model accordingly to meet their requirements.”

The initial consultations are there to build trust and create transparency around daily workflows and expectations. Rather than following a trans-

actional approach, we advise, as we aim to help them optimise their workflows. For companies new to the workwear rental model, these conversations also provide clarity on how, for example, professional laundering, repair and replacement, as well as pick-up and delivery, work and can reduce burden on the customer’s side.

THE CWS WORKWEAR DIFFERENCE

- Workwear as a Service solutions tailored to operational and safety requirements of customers
- Complete, coherent workwear outfitting across roles and functions
- Certified hygienic reprocessing, repair and replacement
- Personal service contacts and customer support backed by numerous digital tools
- And much more

WHAT MAKES AN EXPERT CONSULTANT?



Beyond technical and service knowledge, expert consulting requires emotional awareness and the ability to listen attentively, not only to what is said, but also to what remains unsaid. Understanding context, concerns and intentions is what turns an initial conversation into a long-term and trust-based partnership between the customer and us.



We experience that the topics of sustainability and responsibility are increasingly part of these early exchanges. Our experts provide information on environmental impacts, including potential CO₂ savings, via our dedicated Emissions Calculator. Centralised, certified workwear laundering processes and our circular service model typically result in lower energy, emissions and detergent use compared to decentralised home washing.

“A good consultation is one where the customers feel understood and confident that the proposed solutions truly fit their respective environment,” says Meta. “Our approach is grounded in integrity, transparency and long-term responsibility.”



Fitting
3

Fit for purpose

»Workwear needs to fit perfectly to fulfil its purpose: Protecting the wearer.«

MARC BENSCHIEDT
Segment Manager Category PPE
(Personal Protective Equipment)
and PPE Expert

Since 33 years with CWS Workwear. Works closely with customers to translate workplace risks into protective workwear solutions that fit both the job and the people wearing them.

Every workplace comes with its own risks, and every protective garment must be built around them. This is how our teams turn protective workwear into reliable, everyday protection and potential life savers.

Protective clothing can only fulfil its purpose if it fits both the wearer and the specific risks of the job. That is why correct fitting and workwear selection are a central element of our Workwear as a Service model. “Our goal is to provide the right personal protective equipment (PPE) for every individual and the risks they encounter in their daily work,” says Marc Benschiedt. “It really is not just about clothing. It is about ensuring that what people wear protects them reliably, comfortably and over the long term.”

For this reason, our experts visit the customers onsite. Walking through the customer’s facilities, Marc observes work processes and discusses the risks present at different workstations. In some environments, high-visibility garments are essential. In others, protection against heat and flame is required, or complex multi-norm garments, such as Nomex®,

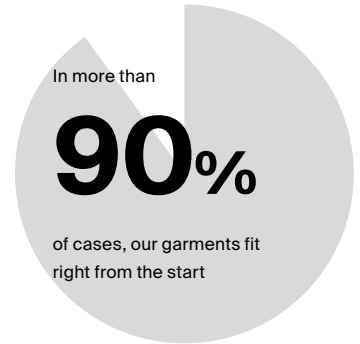


where multiple protective standards must work together reliably and consistently. In most cases, it is the right combination of protective features that makes the difference and can help prevent serious injury.

Based on these insights, initial garment concepts are tested in practice. Employees wear sample garments during daily operations, and feedback from wearers, safety teams, supervisors, executives and other stakeholders is systematically incorporated to refine the final setup. Behind the scenes, this process is supported by detailed knowledge of materials, standards, and garment performance. In close collaboration with safety teams, we also provide guidance on the correct use of garments, ensuring that each workwear solution meets both safety requirements and real working conditions.

Right sizes from the start

Once the right solution that fits the customer’s needs and work environment is selected, individual fittings follow. At the customer’s site, employees try on garments, movements are tested, and adjustments are made where necessary. “Every person has a unique body shape, and it is important that the right size for each one is determined,” explains Marc. In more than 90% of cases, our garments fit right from the start. This avoids unnecessary replacements, reduces waste and extends the life of each garment.



With “EasyFit”, we also offer an efficient digital solution to physical fittings and sizing. In less than two minutes, wearers can determine their size online, ensuring reliable outfitting for larger and decentralised teams. Follow-up visits and regular service hours at customer facilities allow adjustments to be made without disrupting operations. Because in the end, the right fit is not just about size. It is about protection that works in everyday reality and garments designed to last within a responsible service cycle.



PPE expertise at a glance

Standards: EN ISO 20471, EN ISO 11612, EN 1149



Certified solutions for high-visibility, heat and flame as well as multi-norm protection



Risk-based selection tailored to each workplace



Guidance on correct use in collaboration with safety teams



Designed for durability within a circular service model



»Clean does not happen by chance. It is the result of a process that must work the same way, every single time.«

KIM VAN ACKER
Plant Manager Lokeren

Seven years with CWS Workwear. He ensures that every garment is processed, cleaned and returned under controlled conditions that guarantee consistent quality and hygiene.

Laundry
4

Nothing random about clean

Behind every washed garment is a controlled, repeatable process designed to ensure safety, consistency and reliability, while using water, energy and chemicals responsibly to minimise environmental impact. This combination of service quality and resource efficiency is at the core of how we deliver dependable operational support to our customers.

Every day, large volumes of worn workwear return to the 30 CWS Workwear laundries across Europe. Each garment reflects the demands of the previous working days, from oil and grease to sweat, food residues and other stains. All contamination and stains must be reliably removed so that garments can be safely returned for the next cycle. To prevent cross-contamination, we follow strict separation between soiled and clean areas and a one-directional workflow in all our laundries.

“When workwear arrives at our laundries, the challenge is always the same,” says Kim van Acker. “We must deliver reliable cleaning results while minimising the use of water, energy





and chemicals.” As garments enter the facility, they are identified, for example, via RFID chip, automatically. Such RFID chips contain information on fabric type, wash category and protective function, ensuring correct and consistent treatment from the very first process step.

Precision at every step

Before entering the washing tunnels, all garments in our laundry in Lokeren pass through an X-ray system to detect foreign objects and prevent damage to textiles, equipment and employees in the laundry. Automated routing then directs each item to the appropriate washing process. Cleaning garments correctly right away is a key service and a sustainability lever: avoiding rewash saves time, reduces resource consumption and protects the fabric.

Inside the washing tunnels, temperature, chemistry, mechanical action and processing time are calibrated to ensure hygiene while protecting the garment and its function. To reduce environmental impact, water is reused through counterflow systems, heat is recovered and machine loads are optimised. These measures support both consistent cleaning quality and efficient resource use cycle after cycle.

Extending the lifespan of every garment

After drying, garments are tracked and inspected on the clean side of the laundry. Barcode and RFID data guide each item through quality control, where trained teams check for damage and wear. Customer feedback, for example, via the CWS Workwear Repair App, can be directly integrated into this process.

If defects are identified, garments are routed to specialised repair stations. Minor issues such as seams, closures or reflective garments are repaired immediately by trained professionals. If the protective function is affected or the garment cannot be repaired any further, garments are replaced and marked respectively. “Repair is a standard part of our laundry process,” says Kim van Acker. “It helps us to extend the life of each garment while maintaining safety and performance.” Once all checks are completed, garments return to the sorting system, while orders are assembled per wearer and prepared for delivery. This ensures customers receive clean, functional workwear exactly when needed, supporting uninterrupted operations and predictable service cycles.

Continuous improvement and further investments

Looking ahead, CWS Workwear is investing in further automation and technology, resource efficiency and advanced water treatment systems.



Laundry performance at a glance

11.40

Water intensity
(litres per kg textiles)

0.30

Electricity intensity
(kWh per kg textiles)

1.38

Thermal energy intensity
(kWh per kg textiles)



2,000

Machine performance and utilisation

A single washing tunnel can wash up to 2,000 tonnes of garments per year at up to 80% capacity utilisation.

2.44%

Repair rate and extended garment

lifetime A 2.44% repair rate of all items is equivalent to about 2,000,000 items of repaired workwear across all WW¹ and HC² laundries. Excluding linen or other service lines.

Hygiene compliance

(internal and external testing)
Regular microbiological monitoring for reliable hygiene standards.

¹ CWS Workwear
² CWS Healthcare



“We keep garments in the loop”

Jan Ulrich, Head of Engineering and Operational Excellence at CWS Workwear, who has been with the company for over 15 years, explains the role of laundries in sustainable workwear solutions.

What defines a modern laundry today?

Jan Ulrich A modern laundry is where everything comes together. It is not just about cleaning textiles, but first and foremost it is about delivering on the promise we make to our customers. Every garment that comes in must go back out ready to perform again. That means getting hygiene right, of course, but it also means consistency, timing and quality. Ultimately, it is about making a highly complex operation feel effortless for the customer.

How do laundries contribute to sustainability?

JU With 30 laundries across Europe, this is where we can truly make a difference. Every decision in the laundry – how we wash, how we sort, how we process – has an impact on water, energy and the lifetime of a garment. We challenge ourselves every day: how can we achieve the same high result using fewer resources?

What is often underestimated about laundries?

JU The level of responsibility. We do not just clean textiles; we protect their function and extend their lifespan. When everything runs smoothly, it might seem simple. But behind the scenes, it takes a great deal of expertise, precision and care.



Quality that keeps people safe

Every cycle matters. At CWS Workwear, it is our responsibility to check every garment to make sure it still delivers the protection it was designed for. There are no exceptions.

Workwear is not just clothing. In many work environments, it is a layer of protection and can save lives. That responsibility drives our approach to quality from the very start. Long before a garment enters the service cycle, we focus on high-quality materials, durable components and careful product and functional design. Combined with extensive in-house testing, this ensures that our workwear withstands repeated industrial processing while maintaining its protective performance.

Once garments are in circulation, quality remains uncompromising. After washing, every garment is inspected on the clean side of the laundry. Trained teams, for example, assess reflective elements, which are particularly exposed to wear,

as well as seams, closures, fabric condition and signs of daily use, all based on defined inspection criteria. For personal protective equipment (PPE) and so-called “multinorm” garments, these checks are even more crucial. Customers can also flag defects themselves via the CWS Workwear Repair App.

100+

cycles shape the lifestyle of an average workwear garment in the rental service¹

¹ excluding PPE



If defects are minor, they are repaired immediately using materials and industrial repair techniques in accordance with norms and standards (particularly important for PPE clothing). If safety can no longer be guaranteed, the garment is replaced. "We do not take risks. If a garment cannot be safely repaired, we replace it," says Kim van Acker, Plant Manager in Lokeren. These decisions are supported by inspection protocols, garment history and documented quality checks.

"By combining quality checks with clear repair and replacement decisions, we extend the lifespan of garments while maintaining protection. This reduces unnecessary replacements, saves resources and ensures that only garments that meet the required standards go back into circulation", explains Kim van Acker.

Laundry
4



Built to last

Quality at CWS Workwear is not a single step but a holistic approach that ensures safety, durability and performance, explains Melanie Deppe, Director Product Quality.

Where does quality start at CWS Workwear?

Melanie Deppe Well before a garment enters our service cycle and is worn by our customers' wearers. Quality is already defined in early product develop-

ment with respective material selection and design. Every product is validated through extensive testing to ensure reliable performance over many usage and washing cycles. That is how we ensure garments perform reliably over many cycles.

How do you keep that quality consistent over time?

MD By taking an end-to-end approach, combining product, supplier and operational quality controls, supported by data from every garment. This helps us identify wear patterns early and continuously improve both products and processes when necessary.

Repair or replace – how do you decide?

MD It always comes down to safety. If the protective function is intact, we repair. If not, we replace. It is as simple as that. Standardised criteria and full traceability allow us to make fast, consistent and responsible decisions.



»Some of our garments, such as our heat and flame protection range, have saved lives. When you receive a thank-you message from a customer, you once again realise what responsibility truly means.«

Marc Benscheidt,
Segment Manager Category PPE
(Personal Protective Equipment) and PPE Expert



»We make sure our customers can rely on us every day, without exception.«

JIŘINA DROZDOVÁ
Plant Manager Kralupy

24 years at CWS Workwear. She leads the Kralupy laundry with a hands-on approach, combining operational expertise with a strong focus on teamwork and reliability.



Operational reliability in everyday service

Opened in 2008 and continuously modernised, the Kralupy laundry combines advanced technology with operational discipline to deliver reliable performance and services to our customers every day.

At the CWS Workwear laundry in Kralupy, up to 24,000 pieces are processed daily for customers in Czechia and Germany. While the site operates at significant scale, what stands out is how consistently people, processes and technology work together in everyday operations.

The production team consists of 26 employees, supported by three technicians and the laundry manager. Clear responsibilities, structured processes and mutual respect within the team create a healthy and stable working environment. A shared sense of responsibility and common understanding of customer-centricity play a crucial role in keeping operations consistent.

For customers, this translates into reliable service, constant hygiene standards and garments that are washed as expected. That reliability allows them to focus on their own operations, confident that the CWS Workwear team in Kralupy delivers day after day.



Quality through teamwork

Laundry site manager Jiřina Drozdová on teamwork, reliability and daily performance in Kralupy.

What motivates you every day?

Jiřina Drozdová It is for sure the fact that I get to work with people. Leading the team, supporting and getting through demanding situations together is what I value most. It is motivating to know that our work has a direct impact. Our customers can rely on us every day to receive clean garments.

How has the laundry evolved in recent years?

JD We have made several technical upgrades, including renewing the wash tunnel, expanding the sorting system

and replacing older washing machines with modern equipment. These investments have helped improve efficiency and quality. At the same time, the team has grown closer together and works collaboratively, which is just as important.

What do customers value most?

JD Consistency. They expect quality, high hygiene standards and on-time delivery. That reliability is only possible because the team works closely together and follows clear processes every day.

Serving around

360

customers based in Czechia

Serving around

1,400

customers from Germany

Opened in

2008





»It is our promise that high reliability never comes at the expense of quality.«

GUY BEECKMANS
Head of Service & Logistics at CWS Workwear BeLux

13 years at CWS Workwear. He ensures that our customers enjoy one simple action at each visit: the delivery of clean workwear and the pick-up of used workwear.

Logistics
5

Signed, sealed, delivered

Our drivers follow optimised routes to collect worn workwear from our customers and return it freshly washed, hygienically handled and ready to be worn again. We deliver reliably, on time and, if required, directly to the employees' lockers.

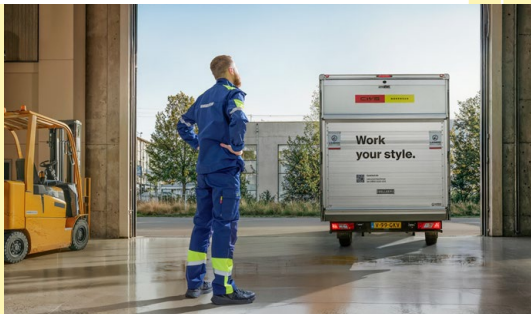
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e offer complete Workwear as a Service solutions, from consultation and garment selection to washing, repair and replacement. By managing the entire service and lifecycle of workwear, we enable our customers to focus on what matters most: their core business. At the same time, our service approach supports safe working conditions, operational continuity and responsible resource use.

Our end-to-end offer is underpinned by a reliable pick-up and delivery service. Each customer has a dedicated contact person to manage routine needs and handle questions, concerns and exceptional cases. Fixed pick-up and delivery days provide reliability and uninterrupted work shifts.

“We structure all of our pick-ups and deliveries around our customers’ operations and needs,” says Guy Beeckmans, Head of Service & Logistics at CWS Workwear BeLux. “Picking up and delivering exactly when expected and needed helps our customers manage workloads and shift





Reliability in practice

- Fixed delivery frequency for maximum predictability
- Digital registration (RFID scan in/out) at every stop for full traceability
- Immediate reporting of anomalies or deviations by drivers
- Clear process documentation and hygiene standards (ISO, RABC, etc.)
- Driver App enables scanning, routing, reporting and real-time information flow
- Reliable and transparent turnaround times, including express handling when required
- Positive feedback on packaging quality and the professional handling of garments



On the road to sustainable logistics

- Optimised route planning to reduce kilometres driven and emissions
- Gradual electrification of the fleet
- Digitalised services eliminating physical paperwork
- Minimal and purposeful use of plastic packaging

Logistics

5

planning reliably. And if required, we can even provide express delivery within 24–48 hours.”

A streamlined logistics process is central to our service excellence promise. Our pre-planned routes, scalable service cycles, on-call pick-ups, if needed, as well as fast turnaround times ensure punctuality and predictability of deliveries, with an overall On-Time In-Full (OTIF) score of above 98% on average.

“It is our promise that high reliability never comes at the expense of quality,” says Beeckmans. “We work with sealed laundry bags and protected roll containers to prevent contamination and safeguard hygiene. Our thought-through workflows and processes within our laundries and service depots clearly separate soiled garments and clean zones.”



The safe handling of contaminated garments actively supports our customers’ occupational health and safety standards. Automated inspections and integrated repair processes further reduce follow-up work and unnecessary communication. Our customers enjoy one simple action at each visit: the delivery of clean workwear and the pick-up of used workwear. The smooth communication between drivers, operations and customer service ensures a fast response and continuity, even in unexpected situations.



DRIVER APP

Our drivers use a dedicated app that provides access to relevant customer information and navigation to each location. Updates can be made in real time by the depot manager. Key functions include container tracking, barcode scanning and RFID part scanning. Customer concerns can be recorded directly in the app, including photos. These concerns are sent to the customer service team, and feedback or instructions are returned to the driver via the same system, ensuring clear and timely communication.



“We rely on standardised packaging, documented procedures and proven washing, inspection and repair processes,” explains Beeckmans. “In this way, we can ensure consistent quality, full traceability and garments returned in optimal condition.”

For added convenience, our customers can choose our “Locker Service”. In that case, our service drivers deliver workwear straight to the lockers of our customers’ employees. This enables continuous access to clean garments, supports shift-based and 24/7 operations, reduces internal logistics effort, and can even improve employee satisfaction.

Precision in motion

Mike Goldmann explains how our pick-up and delivery services work in practice and why consistency and clear processes matter for our customers.

What makes the CWS Workwear pick-up and delivery service reliable for our customers?

Mike Goldmann Our routes are clearly defined and repeated regularly. That means our customers receive the same service at the same quality level every time. Our drivers know the locations, where cabinets are placed and where laundry is collected, so customers do not need to explain things repeatedly or allocate internal resources to manage the process. Our service is designed to run smoothly in the background.

How do tools and information support the logistics service?

MG The CWS Workwear Driver App is the central tool for our drivers. It provides route guidance, real-time updates and clear information on each customer location. Fixed delivery days avoid unnecessary journeys and thus support our sustainability goals. They also give our customers planning certainty. We also use collaboration interfaces, KPI evaluations and provide regular driver trainings. It is important that our drivers understand their role within our overall service process.

How do predictable processes benefit customers?

MG Reliability reduces effort on the customer side, and the customers are our top priority. When deliveries

and pick-ups take place as expected, customers can plan around them and do not need to follow up. This plays a crucial role when building long-lasting and trusted customer relationships. When we arrive at the customer’s site, the laundry is usually already prepared for pick-up, and the processes are clearly aligned. Digital documentation reduces additional administrative work, and clear communication channels allow special requests or repairs to be handled quickly.



»We transform workwear care from a necessary task into a self-running process that saves the customer time, space and stress.«

MIKE GOLDMANN
Depot Manager at
CWS Workwear

28 years at CWS Workwear. Mike is responsible for ensuring that daily logistics processes in his depot are structured, transparent and reliable.

DRKW





»Our aim is always to turn a difficult situation into a good outcome.«

MAJA REBERNIK
Sales Consultant Existing Business

18 years at CWS Workwear.

Customer Service
6

At your service - around the clock

Customer service at CWS Workwear means taking responsibility from first contact to resolution and being there when customers need support.

Things do not always go perfectly in daily operations. However, it matters how issues are handled. Our customer service teams focus on finding solutions quickly, seeing each case through to the end and thus positively influencing satisfaction. That means working closely with drivers, warehouses, laundries and sales representatives, and using digital tools, such as the Repair App, where they genuinely help. Our customers also have access to our customer portal, enabling them to report a problem at any time of the day or night, and even solve it themselves if they wish to do so.

“This is a very hands-on role that combines operational coordination with direct customer contact,” says Maja Rebernik, Sales Consultant Existing Business. “It is not only about managing orders, deliveries and returns. Customers mainly expect two things: clear and reliable answers and quick feedback.”

Clear communication is central to the work, whether by phone, email or portal messages. Each customer has a dedicated contact person, supported by the digital customer portal, which



offers self-service options, such as managing wearer data, tracking equipment, accessing invoices and checking delivery schedules.

“Our aim is always to turn a difficult situation into a good outcome,” says Rebernik. “An important part of that is ownership. We take every problem seriously, acknowledge any mistakes and collaborate with the team to offer the best solution and bring the matter to a satisfying close.”



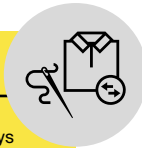
MEASURING WHAT MATTERS MOST

We track a small number of indicators to understand where we are doing well and where there is still room for improvement:

- First-contact resolution
- Adherence to agreed deadlines
- Customer satisfaction
- Time to resolution
- Quality and clarity of communication
- Customer feedback

REPAIR APP

To ensure that workwear is always in the best condition, we offer our customers a simple solution for reporting repair requests quickly, easily and at any time of day or night: the CWS Workwear Repair App. Simply scan the barcode on the workwear, choose the required repair and send the repair request. We do the rest.



Customer service in practice

What does a typical day in customer service look like?

Lilli Rast Our customer care teams cover consulting, process coordination and operational follow-up along the entire Workwear as a Service chain. Customer care is the central link between customers and internal departments, and keeps things moving. There are a lot of dependencies, and the role of our customer care employees is to make sure that our service processes work reliably. Our customer care is a strategic lever for customer experience, efficiency and growth.

What makes customer service effective?

LR Fast orientation, transparency and solution competence. The customer reaches someone who understands the case and takes responsibility. Then, we explain what will happen next, who is involved and what timeline can realistically be expected. Wherever possible, we aim to resolve issues

in the first contact, which builds trust and saves effort on both sides.

How do you deal with challenging situations?

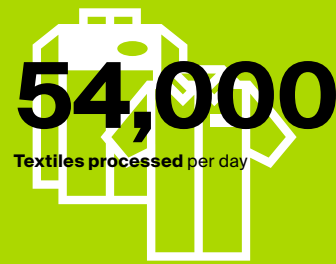
LR Not every situation is easy, especially when deliveries are disrupted or factors outside our control come into play, such as extreme weather and road closures. In those situations, we listen carefully, communicate honestly and stay actively involved until a solution is found. It is our top priority to make our customers happy, and we closely collaborate and coordinate with them.

»Our customer care is a strategic lever for customer experience, efficiency and growth.«

Lilli Rast,

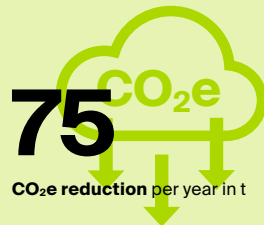
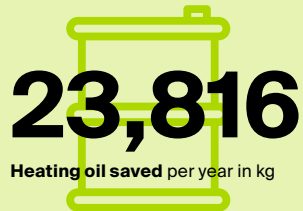
Head of Customer Care Excellence





HEALTHCARE

EFFICIENCY GAINS (NEW BOILER & HEAT RECOVERY)



Built for tomorrow

Efficient processes, future oriented technology and a dedicated team define everyday operations at the CWS Healthcare laundry in Creußen.

The CWS Healthcare laundry in Creußen might be one of the smaller laundries of the company, yet its performance and utilisation speak volumes. Every day, up to 54,000 textiles are processed here, a steady contribution to the roughly 500,000 items handled across all CWS Healthcare laundries every day.

This impressive performance is driven by a dedicated team of around 130 employees and a setup designed with efficiency in mind. Since opening in 2006, the site has followed a clear approach: make sure processes run reliably and continuously invest in the future.

A key milestone was achieved in 2025 with the installation of a new boiler as the laundry's central energy source. Heat recovery allows energy to be reused, for example to preheat washing water. The result goes far beyond





People at the core

Sven Naumann, Location Manager in Creußen, has been with CWS Healthcare for nearly 26 years. He shares insights into daily challenges, teamwork, and what truly makes a difference.

What challenges do you face?

Sven Naumann Honestly, every day brings new ones, and that is completely normal. What I really like about my job is that together with my team, I tackle challenges head-on. Because success only works when everyone pulls in the same direction. We started in 2006 with around 45 people; today we are about 130.

What is key in a laundry?

SN You work with a very diverse team, and bringing everyone together takes understanding and empathy. For us, people are not numbers. We support each other, even beyond work including assistance with medical appointments and administrative matters. At the same time, meeting customer requirements is essential. I rely on my leadership team and regular quality checks. In the end, it is about creating an environment where people feel valued and enjoy their tasks.

What do you enjoy most?

SN Without question: my team. I would not be where I am today without them. My goal is that everyone enjoys coming to work. That is what matters most to me.

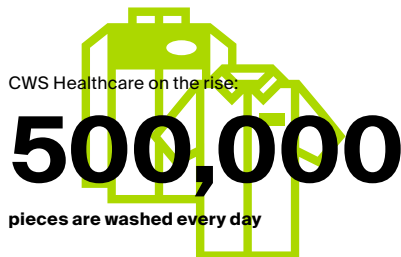
technical optimisation: energy efficiency has increased noticeably, fuel consumption has dropped and emissions have been significantly reduced.

At the same time, the site is gearing up for further growth. "As customer demand in southern Germany continues to rise, we have installed additional washing machines and dryers to handle higher values without compromising performance", says Sven Naumann, Laundry Manager Creußen.

The next step is the installation of an automated storage lift, using the full height of the building and reducing the required storage space by around 70%. For employees, this means shorter (walking) distances and smoother workflows. Further improvements, including a new social area, are already planned.

Creußen shows how targeted investments and a dedicated team can shape a laundry site that is fully prepared for what comes next.

CWS Healthcare is part of CWS Workwear.



Supporter for Make-A-Wish® Germany

Since 2025, CWS Healthcare has proudly served as the official outfitter for Make-A-Wish® Germany, providing professional clothing for the charity dedicated to fulfilling the wishes of children with serious illnesses. Dressed in distinctive blue polo shirts and jackets with prominent logos, employees and volunteers are easy to recognise and well equipped for both warm and cool temperatures. Make-A-Wish® is the world's largest wish-fulfilment organisation, spreading hope and joy to children and their families worldwide.

"It is a matter close to our hearts to support Make-A-Wish® Germany," says Ralph Rouget, General Manager at CWS Healthcare. "With our contribution, we want to make sure that the dedicated teams can focus entirely on what matters most: making children's greatest wishes come true."

Investing in the future

The year 2026 marks a pivotal moment on our sustainability journey. It is the first full year in which we operate as a Science-Based Targets initiative (SBTi) validated organisation. Leonie Biesen, Head of Sustainability & ESG, and Claudia Kärcher, Chief Transformation Officer, explain how CWS Workwear is continuing to invest in and improve its operations while delivering measurable and credible climate progress.

What are the key goals for 2026?

Leonie Biesen Building on the progress and the external recognition achieved in 2025, our focus in 2026 is to further integrate sustainability and responsibility into every aspect of our operations and continue our transformation journey. By aligning innovation, operational excellence and sustainability, we aim to advance decarbonisation, modernise our infrastructure and strengthen the resilience of our business.

Claudia Kärcher Our transformation agenda focuses on building a future-ready organisation that is both sustainable and resilient. In 2026, we will continue to invest in our European footprint with laundry openings in Ireland, Romania and Germany, thus strengthening our infrastructure and operational capabilities. These and further investments will support long-term value creation for customers, employees and other stakeholders, while ensuring that growth is structurally aligned with our sustainability and responsibility objectives.

What does it mean to be an SBTi-validated company?

LB The SBTi validation achieved in 2025 set a clear framework for our climate strategy. In 2026, we move from commitment to full operational integration of the science-

based targets. These provide additional benchmarks that help us guide our activities, strengthen the accountability and support consistency across regions and functions. It truly is a huge turning point in our company's history.

CK SBTi validation embeds climate considerations directly into how we invest, modernise and expand. Growth and decarbonisation are no longer trade-offs. Climate criteria shape our decisions on technology, infrastructure and site development, creating stronger governance, scalable emissions reduction and tangible efficiency gains across the business.

How will this impact ESG performance?

LB In 2026, we aim to achieve further improvements in our external ESG ratings and independent evaluations. We are preparing for increased accuracy in our reporting, improved climate risk mapping and data collection, and more structured supplier engagement. We are expanding supplier engagement and continuing to strengthen our human rights due diligence through updated risk assessments and targeted audits.



Leonie Biesen,
Head of Sustainability & ESG

Claudia Kärcher,
Chief Transformation Officer



»In 2026, we continue to invest in Europe by modernising our operations and embedding sustainability, technology and responsible growth in our transformation journey.«

Claudia Kärcher, Chief Transformation Officer at CWS Workwear

CK Strong ESG performance starts with reliable data and robust internal controls. Digital monitoring and transparent CSRD-aligned processes strengthen governance, improve decision-making and ensure credibility. External ESG ratings increasingly reflect this internal maturity and reinforce trust with customers, partners and regulators.

What investments are planned for 2026?

LB 2026 is expected to be our largest investment year to date, with new site openings in selected European locations and upgrades to our existing facilities and infrastructure. These investments support capacity expansion, supply chain resilience and the implementation of advanced technology and digital systems, while aligning operations with climate and resource-efficiency objectives.

CK A central focus is the deployment of energy-efficient technologies and selected automation solutions. This not only reduces emissions but also strengthens long-term operational stability. Our investments underline our commitment to our customers and stakeholders, and to Europe as a production and innovation region. We see regulatory requirements not as constraints, but rather as an opportunity to lead through responsible transformation.

New laundries open across Europe

Expanding our laundry infrastructure plays a crucial role in the continuous improvement of our service reliability, while also reducing environmental impact and strengthening our commitment to the regions we operate in. In recent years, particularly in 2025 and 2026, CWS Workwear has invested in new sites across Europe to support customers more efficiently and advance our resource-efficient operations.



Cork, Ireland



The new CWS Workwear laundry in Cork features an improved layout, scalability and more efficient operational workflows. With a capacity of approximately 125,000 pieces per week, the laundry and depot will operate at around 80% utilisation, with further increases planned in the coming years. The new CWS Workwear site in Cork plays a central role in supporting regional customers, further improving service levels and reducing transport times.

The site has an A3 energy rating (a top-tier rating that indicates a modern building with minimal environmental impact) and is equipped with the latest laundry systems and technology, enabling a high level of automation and continuous process control. Water consumption is reduced by an estimated 40% compared to the previous facility, while a heat recovery system captures up to 40% of heat from hot water, contributing to a lower overall energy demand. Additional wastewater recovery systems reduce energy consumption per wash cycle and support consistent cleaning quality.



Lingen, Germany

CWS Workwear is making a substantial investment in Lingen, Germany. The construction project, which also includes a depot and office buildings, will replace the previous premises and create a modern space that features environmentally friendly and resource-saving solutions, including a photovoltaic installation. Once completed, the premises will reduce CO₂ emissions by almost half, compared to the previous laundry.

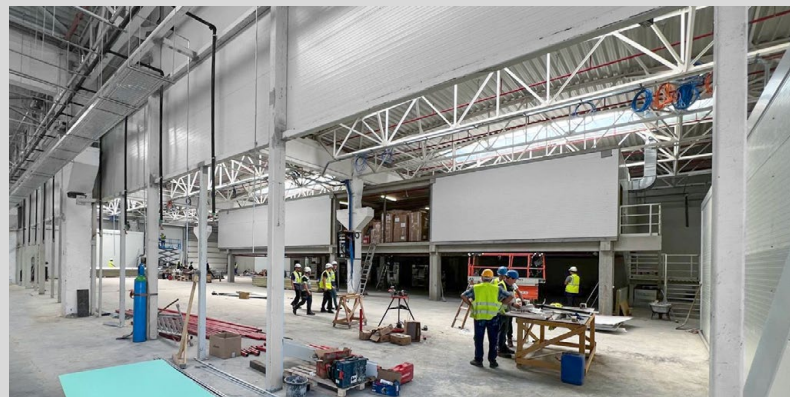
With the new site, our service capacity in Lingen will expand from 20,000 pieces per day up to 26,000. The fully automated technologies for laundry sorting and automatic wash-loading systems are set to make processes even more efficient and ergonomic. An AI-based quality control station ensures accurate and fast verification of products, while manual quality controls ensure that high customer expectations are always met. The water recycling and wastewater treatment are expected to save 291.5 tonnes of CO₂ per year, a saving a 43.7%. The new building will consolidate the laundry, vehicle fleet, customer service, HR and field service in a geographically important location.



ANNUAL REDUCTION OF

43.7%

in **CO₂ emissions** through water recycling and wastewater treatment in Lingen.



Braşov, Romania

To expand our service offering across our new and existing customers, we are currently building the first CWS Workwear laundry in Romania. The new laundry will have a capacity of 24,000 pieces per day with a potential three-shift approach. The central location of Braşov, Romania, supports efficient distribution routes and optimised transport planning for all our customers. Once operational, our new laundry and service depot will significantly reduce transport distances between production and delivery sites, contributing to lower emissions and improved service predictability.

The facility will feature energy and resource-efficient systems, including a heat exchanger and recuperation technology to reduce gas and steam consumption, as well as measures to lower overall water usage. To ensure uninterrupted services to our customers in the transition phase, additional temporary laundry and warehouse capacities have been rented. The new office spaces and warehouse are already in use.

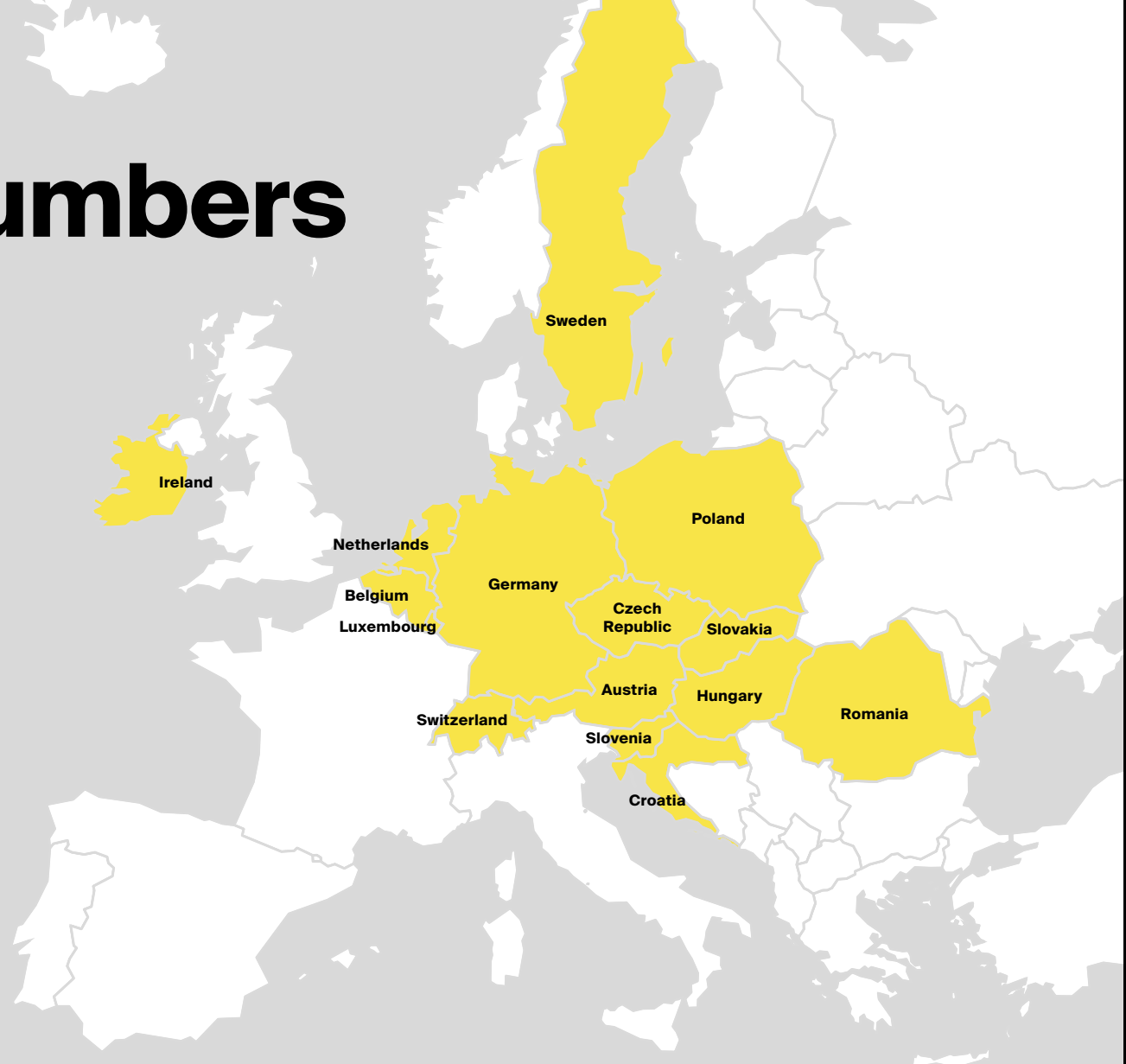
CAPACITY

24,000

pieces per day will be the capacity of the new laundry in Braşov with a potential three-shift approach.

Impact in numbers

- 33 Country Data Sets
- 35 Facts and figures
- 40 GRI content Index



Methodological transition and carbon footprint comparability

Overview of material methodological and data-related changes affecting comparability between reporting periods.

As part of its preparation for CSRD-compliant reporting, CWS Workwear enhanced its carbon accounting methodology and data coverage in 2025, resulting in notable deviations compared to 2024, particularly in selected Scope 3 categories.

These deviations should be interpreted primarily as **methodological and data-related effects**, rather than as a direct reflection of emission reduction measures. Operational changes (such as variations in site energy consumption) only partially explain the year-on-year differences. The main drivers of change are outlined below.

Key drivers of deviations

• Methodological enhancements

An updated carbon accounting methodology was applied for selected Scope 3 sub-categories, including revised calculation approaches and, where relevant, updated emissions factors databases to improve accuracy and ESRS alignment.

• Improved data quality and coverage

Expanded and more complete datasets (particularly for waste, business fleet, and company car fuel consumption) increase transparency but affect year-on-year comparability.

The new carbon accounting methodology impacts in particular the following categories:



3.1 – Purchased Goods and Services

Both 2024 and 2025 emissions are calculated using the Ecoinvent database. However, the more recent Ecoinvent versions applied for the 2025 analysis include revised emissions factors for several textile-related materials that represent a significant share of CWS Workwear's procurement volume. These updates materially affect reported emissions for this category.



3.2 – Capital Goods

From 2025 onwards, emissions have been calculated using DEFRA emissions factors, replacing the previously applied EXIOBASE database. The observed decrease in this category mainly reflects DEFRA's comparatively narrower and more aggregated system boundaries. DEFRA places stronger emphasis on consistency and applicability in corporate reporting, rather than on detailed modelling of complex global supply chains. Given CWS Workwear's predominantly Europe-based operations, this approach is considered more representative of the company's actual capital goods footprint.



3.4 – Upstream Transportation and Distribution

This category also reflects a transition from EXIOBASE to DEFRA emissions factors. The reported increase is largely driven by DEFRA's focus on physical, fuel-based transport activities and the consistent application of well-to-wheel emissions factors. This methodology aligns more closely with CWS Workwear's logistics-intensive business model, which relies heavily on road-based internal and external transportation.



3.7 – Employee Commuting

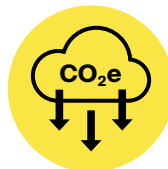
A new and more robust methodology has been introduced in 2025, provided by CWS Workwear's external carbon accounting partner, replacing the previous in-house estimation approach. The updated method is based on refined modal split assumptions supported by region-specific and city-level datasets, resulting in a more accurate representation of commuting-related emissions.

In line with its commitment to transparent, decision-useful reporting, CWS Workwear discloses these deviations and their drivers. A recalculation of historical emissions using the updated methodology is under evaluation to support future comparability.

A more detailed description of methodologies, assumptions, and data sources is provided in the [→ Methodological Annex](#).



Country Data Sets



The Country Data Sets provide an overview of resource consumption (water, gas and electricity) and CO₂e emissions across Scopes 1, 2 and 3 at country level. As data collection processes are continuously refined, historical data for 2024 is not yet available for all countries. Emissions are calculated in accordance with the DEFRA methodology.



Austria⁴

Consumption	2024	2025
Water (m ³)	-	459
Gas (MWh)	-	272
Electricity (MWh)	-	194

571.19 tCO₂e

Scope 1

1.07 tCO₂e¹

Scope 2

2,662.50 tCO₂e

Scope 3



Czech Republic⁴

Consumption	2024	2025
Water (m ³)	-	25,738
Gas (MWh)	-	2,255
Electricity (MWh)	-	398

573.67 tCO₂e

Scope 1

155.53 tCO₂e²

Scope 2

321.55 tCO₂e

Scope 3



Germany (Healthcare)

Consumption	2024	2025
Water (m ³)	222,204	251,166
Gas (MWh)	24,071	29,455
Electricity (MWh)	3,628	4,594

11,223.32 tCO₂e

Scope 1

86.52 tCO₂e²

Scope 2

11,552.48 tCO₂e

Scope 3



Belgium

Consumption	2024	2025
Water (m ³)	57,228	49,825
Gas (MWh)	5,016	4,541
Electricity (MWh)	1,460	1,620

1,713.80 tCO₂e

Scope 1

0.00 tCO₂e¹

Scope 2

8,304.12 tCO₂e

Scope 3



Germany (Total)

Consumption	2024	2025
Water (m ³)	430,176	460,990
Gas (MWh)	48,378	55,073
Electricity (MWh)	9,412	10,796

20,700.30 tCO₂e

Scope 1

806.78 tCO₂e²

Scope 2

34,150.12 tCO₂e

Scope 3



Hungary⁴

Consumption	2024	2025
Water (m ³)	-	43
Gas (MWh)	-	-
Electricity (MWh)	-	88

143.15 tCO₂e

Scope 1

8.23 tCO₂e²

Scope 2

619.52 tCO₂e

Scope 3



Croatia⁴

Consumption	2024	2025
Water (m ³)	-	15,251
Gas (MWh)	-	1,292
Electricity (MWh)	-	870

261.96 tCO₂e⁵

Scope 1

270.62 tCO₂e²

Scope 2

413.04 tCO₂e

Scope 3



Germany (Workwear)

Consumption	2024	2025
Water (m ³)	207,972	209,824
Gas (MWh)	24,307	25,618
Electricity (MWh)	5,784	6,202

9,476.98 tCO₂e

Scope 1

720.26 tCO₂e²

Scope 2

22,597.64 tCO₂e

Scope 3



Ireland^{3, 4}

Consumption	2024	2025
Water (m ³)	-	-
Gas (MWh)	-	-
Electricity (MWh)	-	-

0.00 tCO₂e³

Scope 1

0.00 tCO₂e^{1,3}

Scope 2

2,044.86 tCO₂e

Scope 3



Luxembourg⁴

Consumption	2024	2025
Water (m ³)	-	-
Gas (MWh)	-	-
Electricity (MWh)	-	2

78.81 tCO₂e

Scope 1

0.00 tCO₂e¹

Scope 2

318.91 tCO₂e

Scope 3



Romania⁴

Consumption ¹	2024	2025
Water (m ³)	-	340
Gas (MWh)	-	-
Electricity (MWh)	-	159 [‡]

268.40 tCO₂e

Scope 1

31.79 tCO₂e²

Scope 2

271.66 tCO₂e

Scope 3



Sweden

Consumption	2024	2025
Water (m ³)	90,146	75,207
Gas (MWh)	0	-
Electricity (MWh)	3,379	3,749

904.36 tCO₂e

Scope 1

0.00 tCO₂e¹

Scope 2

3,019.73 tCO₂e

Scope 3



Netherlands

Consumption	2024	2025
Water (m ³)	47,949	36,981
Gas (MWh)	2,273	4,464
Electricity (MWh)	1,127	958

1,730.76 tCO₂e

Scope 1

0.00 tCO₂e¹

Scope 2

5,488.89 tCO₂e

Scope 3



Slovakia⁴

Consumption	2024	2025
Water (m ³)	-	41,951
Gas (MWh)	-	4,149
Electricity (MWh)	-	589

1,717.99 tCO₂e

Scope 1

197.06 tCO₂e²

Scope 2

865.73 tCO₂e

Scope 3



Switzerland

Consumption	2024	2025
Water (m ³)	99,851	102,265
Gas (MWh)	12,663	13,601
Electricity (MWh)	2,012	2,177

3,660.63 tCO₂e

Scope 1

0.00 tCO₂e¹

Scope 2

5,941.21 tCO₂e

Scope 3



Poland

Consumption	2024	2025
Water (m ³)	68,917	77,047
Gas (MWh)	6,688	9,571
Electricity (MWh)	2,014	2,065

2,560.47 tCO₂e

Scope 1

1,763.46 tCO₂e²

Scope 2

3,997.91 tCO₂e

Scope 3



Slovenia⁴

Consumption	2024	2025
Water (m ³)	-	3,886
Gas (MWh)	-	38
Electricity (MWh)	-	79

7.74 tCO₂e⁵

Scope 1

33.79 tCO₂e²

Scope 2

259.07 tCO₂e

Scope 3

¹ Low to zero market-based Scope 2 emissions resulting from predominantly renewable electricity sourcing.

² Market-based Emissions

³ 2025 data unavailable due to full outsourcing of laundry services.

⁴ 2024 historical data for this country not yet available due to ongoing data refinement.

⁵ 2025 fleet data was not available at the time of reporting.

Facts and figures

In anticipation of mandatory CSRD reporting, CWS Workwear/CWS Healthcare conducted an ESRS-aligned test exercise in 2025 within the Haniel Group. This exercise included an initial double materiality assessment and a first structured mapping against ESRS disclosure requirements. The results are presented in the table below and are complemented by a GRI index for reference and comparability.

Field Name	Unit	2025 Total	2024 Total	Delta
Energy consumption & mix				
Total energy consumption	MWh	193,757.2	190,593.5	3,163.7
Total energy consumption fossil sources	MWh	161,904.0	156,692.5	5,211.5
Fuel consumption oil/petroleum	MWh	60,717.9	53,813.6	6,904.3 ¹
Fuel consumption natural gas	MWh	95,256.7	87,257.0	7,999.7
Purchased electricity/heat/steam	MWh	5,929.5	15,622.0	-9,692.5 ²
Total energy consumption renewable	MWh	31,853.2	33,901.1	-2,047.9
Fuel consumption from renewable sources	MWh	14,039.0	17,025.6	-2,986.6 ³
Purchased electricity/heat/steam RES	MWh	17,814.2	16,875.5	938.7
Self-generated non-fuel renewable energy	MWh	0	0	0.0
% renewable sources on total	MWh	16%	18%	0.0
% fossil on total	MWh	84%	82%	0.0
Non-renewable energy production	MWh	0.0	-	
Renewable energy production	MWh	0.0	17,233.2	-17,233.2⁴
Net revenue	€	668,380,000	656,600,000	11,780,000.0
Energy intensity ratio	MWh/k€	0.290	0.290	0.000
Energy intensity ratio	kWh/kg	2.182	2.171	0.011

Field Name	Unit	2025 Total	2024 Total	Delta
GHG emissions				
Total GHG emissions (location-based)	tCO ₂ e	109,236.5	128,157.2	-18,921⁵
Total GHG emissions (market-based)	tCO ₂ e	106,831.2	127,803.2	-20,972.0
GHG intensity ratio (market-based)	tCO ₂ e/ k€	0.163	0.195	0.0
GHG intensity ratio (location-based)	tCO ₂ e/ k€	0.160	0.195	0.0
Scope 1 GHG emissions	tCO ₂ e	34,893.2	31,484.6	3,408.6
Location-based Scope 2 GHG emissions	tCO ₂ e	5,673.7	5,769.6	-96.0
Market-based Scope 2 GHG emissions	tCO ₂ e	3,268.3	5,415.6	-2,147.3²
Gross Scope 3 GHG emissions	tCO ₂ e	68,669.6	90,903.0	-22,233.3
1 Purchased goods and services	tCO ₂ e	32,019.6	44,916.6	-12,897.0
2 Capital goods	tCO ₂ e	9,763.0	27,996.4	-18,233.4 ⁶
3 Fuel and energy-related activities	tCO ₂ e	8,749.4	8,522.9	226.5
4 Upstream transportation/distribution	tCO ₂ e	9,377.3	5,600.8	3,776.5 ⁶
5 Waste generated in operations	tCO ₂ e	2,754.1	515.2	2,238.9 ⁷
6 Business travelling	tCO ₂ e	470.9	289.2	181.7
7 Employee commuting	tCO ₂ e	5,544.5	3,061.8	2,482.7 ⁸
3.21 End-of-life treatment of sold products	tCO ₂ e	2.3		2.3
Biogenic emissions	tCO ₂ e	4,847.2		



Field Name	Unit	2025 Total	2024 Total	Delta
Water resources				
Total water consumption	m³	889,984	916,171	-26,188
Water intensity ratio	m³/k€	1.332	1.395	-0.06
Water intensity ratio	m³/t	10.021	10.435	-0.41
Washed volumes	kg	88,813,268	87,799,329	1,013,938
Circular economy & waste^o				
Total waste generated	to	5,821.3	1,913.4	3,907.9
Non-recycled waste	to	4,633.2	232.1	4,184.9
Percentage of non-recycled waste	%	80	12	69
Hazardous waste diverted from disposal	to	161.3	4.5	156.7
Hazardous waste prep. for reuse	to	0.1	3.3	-3.2
Hazardous waste recycling	to	161.2	1.3	159.9
Hazardous waste other recovery	to	0.0	0.0	0.0
Total hazardous & radioactive waste	to	938.1	146.5	-45.4
Hazardous waste sent to disposal	to	776.8	142.0	634.9
Hazardous waste incinerated	to	2.9	45.3	-42.4
Hazardous waste landfilled	to	1.6	0.0	1.6
Hazardous waste to other disposal	to	772.4	96.7	675.7
Non-hazardous waste diverted from disposal	to	1,560.4	705.5	635.3
Non-hazardous waste prep. for reuse	to	546.3	511.7	-7.9
Non-hazardous waste recycling	to	1,014.1	193.8	643.3
Non-hazardous waste other recovery	to	0.0	0.0	0.0
Non-hazardous waste sent to disposal	to	3,321.7	1,061.4	2,074.9
Non-hazardous waste incinerated	to	461.5	327.1	10.5
Non-hazardous waste landfilled	to	372.5	245.1	115.4
Non-hazardous waste to other disposal	to	2,487.7	489.2	1,949.0

Field Name	Unit	2025 Total	2024 Total	Delta
Employee characteristics				
Employees - Total headcount		5,255.41	5,231.16	24.25
Employees - Female		3,046.94	3,060.36	-13.42
Employees - Male		2,208.47	2,170.80	37.67
Total employees - Female	%	58	59	-1
Total employees - Male	%	42	41	1
Employees at top management level		12.0	11.0	1.0
Employees at top management level - Female		2.8	2.0	0.8
Employees at top management level - Male		9.2	9.0	0.2
Employees at top management level - Female	%	23	18	5
Employees at top management level - Male	%	77	82	-5
Employees in countries		5,255.41	5,231.16	24.25
Austria		51.59	51.41	0.18
Belgium		361.65	372.36	-10.70
Croatia		63.31	52.64	10.68
Czech Republic		76.50	79.50	-3.01
Germany		2,793.50	2,740.78	52.72
Hungary		19.95	18.70	1.25
Ireland		129.07	116.39	12.68
Luxembourg		8.97	9.35	-0.38
Netherlands		181.62	187.78	-6.16
Poland		610.48	697.55	-87.07
Romania		35.84	33.50	2.34
Slovakia		122.92	124.11	-1.19
Slovenia		106.82	54.98	51.84
Sweden		279.90	292.12	-12.22
Switzerland		413.29	400.00	13.30



Field Name	Unit	2025 Total	2024 Total	Delta
Employees by contract type				
Full-time employees – Total		4,646.46	4,495.40	151.06
Full-time employees – Female		2,551.83	2,470.88	80.95
Full-time employees – Male		2,094.63	2,024.52	70.11
Full-time employees – Female	%	55	55	0
Full-time employees – Male	%	45	45	0
Part-time employees – Total		608.95	735.76	-126.81
Part-time employees – Female		495.11	589.48	-94.37
Part-time employees – Male		113.84	146.28	-32.44
Part-time employees – Female	%	81	80	1
Part-time employees – Male	%	19	20	-1
Permanent employees – Total		4,559.16	4,579.00	-19.83
Permanent employees – Female		2,668.68	2,685.51	-16.84
Permanent employees – Male		1,890.48	1,893.48	-3.00
Permanent employees – Female	%	59	59	0
Permanent employees – Male	%	41	41	0
Temporary employees – Total		696.25	652.16	44.09
Temporary employees – Female		378.26	374.84	3.42
Temporary employees – Male		317.99	277.32	40.67
Temporary employees – Female	%	54	57	-3
Temporary employees – Male	%	46	43	3
Non-guaranteed hours employees – Total		0.00	0.00	0.00
Non-guaranteed hours employees – Female		0.00	0.00	0.00
Non-guaranteed hours employees – Male		0.00	0.00	0.00
Non-guaranteed hours employees – Female	%	0	0	0
Non-guaranteed hours employees – Male	%	0	0	0

Field Name	Unit	2025 Total	2024 Total	Delta
Employee age groups				
Employees under 30 years old		503.88	490.52	13.37
% employees under 30 years old	%	9.6	9.4	0
Employees 30 – 50 years old		2,448.65	2,433.29	15.37
% employees 30 – 50 years old	%	46.6	46.5	0
Employees over 50 years old		2,302.87	2,307.36	-4.48
% employees over 50 years old	%	43.8	44.1	0
Employee turnover				
# employees who leave		815	965	-150
Rate of own employee turnover		15.5	18.4	-2.94
Employees – Total headcount (denominator)		5,255.41	5,231.16	24.25
Training and skill development				
Total training hours	h	6,719	5,379	1,340
Total training hours – Females	h	2,529	2,980	-451
Total training hours – Males	h	4,190	2,399	1,791
Average training hours per person	h	1.3	1.0	0.3
Average training hours – Females	h	0.8	1.0	-0.2
Average training hours – Males	h	1.9	1.1	0.8
Trainings per topic				
Business Ethics – Number of participants		2,309	1,210	1,099
Business Ethics – Total hours	h	1,487.1	1,657.5	-170.4
Business Ethics – Coverage of employees	%	43.9	23.1	20.8
Compliance – Number of participants		1,045	1,278	-233
Compliance – Total hours	h	608.6	1,599.1	-990.5
Compliance – Coverage of employees	%	19.9	24.4	-4.5



Field Name	Unit	2025 Total	2024 Total	Delta
Diversity, discrimination and harassment – No. of particip.		0	59	-59
Diversity, discrimination and harassment – Total hours		0.0	27.4	-27.4
Diversity, discrimination and harassment – Cov. of empl.		0.0	1.1	-1.1
Environmental – Number of participants		72	1,154	-1,082
Environmental – Total hours	h	143.2	272.2	-129.1
Environmental – Coverage of employees	%	1.4	22.1	-20.7
H&S – Number of participants		70	152	-82
H&S – Total hours	h	70.4	116.5	-46.2
H&S – Coverage of employees	%	1.3	2.9	-1.6
Skills-related – Total number of participants		3,570	-	3,570
Skills-related – Total hours	h	4,410.3	-	4,410.3
Skills-related – Coverage of employees	%	67.9	-	67.9
Regular performance review				
Employees participated in performance reviews		790	767	23
Total office workers		1,521	1,647	-126
% employees participated in performance reviews	%	52	47	5
Health and Safety own employees				
# employees covered by H&S management system		5,255	3,500	1,800
% employees covered by H&S management system	%	100	67	34
# recordable work-related accidents		77	52	25
# fatalities		1	0	1
# total hours worked	h	7,146,907	6,925,178	221,729
Rate of recordable work-related accidents [per 100k hours]		10.774	7.509	3.265
# days lost		no data	528	-528

Field Name	Unit	2025 Total	2024 Total	Delta
Collective bargaining and social dialogue¹⁰				
# employees covered by collective bargaining agreements		2,315	2,372	-57
Employees in Germany		2,794	2,741	53
% employees covered by collective bargaining agreements	%	83	87	-4
# employees working in establishments with workers' representation		2,710	2,626	84
% employees working in sites with workers' representation	%	97	96	1
Work-life balance – Family-related leave (FRL)¹⁰				
# employees entitled to take FRL		2,794	2,719	75
% employees entitled to take FRL	%	100	99	1
# entitled employees that took FRL – Female		62	79	-17
# entitled employees that took FRL – Male		28	25	3
% employees entitled that took FRL	%	3	4	-1
% entitled employees that took FRL – Female	%	69	76	-7
% entitled employees that took FRL – Male	%	31	24	7
Prevention and detection of corruption and bribery¹¹				
% functions-at-risk covered by training programmes	%	100	100	0
# functions deemed to be at risk – trained	#	4	4	0
# functions deemed to be at risk	#	4	4	0
# convictions	#	0	0	0
Amount of fines for violation	€	0	0	0
Fines for violation of anti-corruption/anti-bribery laws	€	0	0	0



Field Name	Unit	2025 Total	2024 Total	Delta
# of reports related to whistleblower procedure	#	7	0	7
...of which substantiated	#	4	-	4
# of info sec incidents	#	0	-	
Customised CWS Workwear KPIs				
Average employee tenure	years	10	10	0
% of workwear recycled or reused in whole organisation	%	55	66	-11
Total number of suppliers		308	333	-25
% of suppliers compliant with ESG criteria	%	100	100	0
Number of suppliers that have undergone a CSR programme		308	333	-25
% trade goods by country (Tier 1) – Belgium	%	22	16	6
% trade goods by country (Tier 1) – Bulgaria	%	2	2	0
% trade goods by country (Tier 1) – Denmark	%	4	5	-1
% trade goods by country (Tier 1) – France	%	1	2	-1
% trade goods by country (Tier 1) – Germany	%	31	32	-1
% trade goods by country (Tier 1) – India	%	1	0	1
% trade goods by country (Tier 1) – Netherlands	%	3	3	0
% trade goods by country (Tier 1) – Poland	%	27	32	-5
% trade goods by country (Tier 1) – Portugal	%	1	1	0
% trade goods by country (Tier 1) – Switzerland	%	0	1	-1
% trade goods by country (Tier 1) – Tunisia	%	4	3	1
% trade goods by country (Tier 1) – Vietnam	%	3	3	0
% raw material sources by country (Tier 1) – Austria	%	3	5	-2

Field Name	Unit	2025 Total	2024 Total	Delta
% raw material sources by country (Tier 1) – Belgium	%	1	0	1
% raw material sources by country (Tier 1) – Bulgaria	%	2	2	0
% raw material sources by country (Tier 1) – France	%	3	2	1
% raw material sources by country (Tier 1) – Germany	%	35	35	0
% raw material sources by country (Tier 1) – Ireland	%	2	1	1
% raw material sources by country (Tier 1) – Italy	%	39	36	3
% raw material sources by country (Tier 1) – Netherlands	%	4	4	0
% raw material sources by country (Tier 1) – Poland	%	2	4	-2
% raw material sources by country (Tier 1) – Spain	%	8	10	-2
% raw material sources by country (Tier 1) – Sweden	%	2	2	0

¹ Part of the increase results from improved fleet and vehicle consumption data coverage.

² The decrease is due to a revision of previously reported 2024 steam consumption data.

³ Deviation is partially due to data reporting discrepancies 2024 in laundry consumption.

⁴ Independent verification of 2025 data was not available at the time of publication.

⁵ The decrease is largely driven by Category 3.1 (see below).

⁶ The decrease is primarily attributable to a change in the emissions factors database to DEFRA. Further details are provided in the Methodological Annex.

⁷ The reported increase reflects a substantial expansion in data coverage; additional methodological information is disclosed in the Methodological Annex.

⁸ Improved methodology applied. Details in the methodological Annex.

⁹ The reported increase reflects a substantial expansion in data coverage.

¹⁰ Data available for Workwear Germany only.

¹¹ Not available at Workwear level; reflects Group figures.

CWS Workwear – GRI content Index

Disclosure	Location
GRI 2: General Disclosures 2021	
The organisation and its reporting practices	
2-1 Organisational details	CWS Workwear International GmbH Dreieich Plaza 1A 63303 Dreieich Germany Country Data Sets, p. 33 ff. About us, p. 6 Publication and contact details, p. 43 www.cws.com/en/workwear/about-us
2-2 Entities included in the organisation's sustainability reporting	Publication and contact details, p. 43
2-3 Reporting period, frequency and contact point	Reporting Period: 01.01.25–31.12.25 CWS Workwear – GRI content Index, p. 40 ff. Publication and contact details, p. 43
2-4 Restatements of information	None
2-5 External assurance	The report has not been audited externally. The annual report of the parent company Haniel is audited externally. See annual report: https://www.haniel.de/fileadmin/content/Creditor_Relations/Downloads/Haniel_Jahresbericht_2025_EN.pdf p.4
Activities and workers	
2-6 Activities, value chain and other business relationships	A new era of responsibility, p. 3 f. Taking a value-creation approach to sustainability, p. 5 f. Sustainability in figures, p. 7 Workwear solutions that make a difference, p. 8 Investing in the future, p. 28 Country Data Sets, p. 33-34 https://www.cws.com/en/workwear/sustainability

CWS Workwear International GmbH (CWS) set up this responsibility report. This GRI Index directs you to information on relevant indicators as defined by the GRI Standards. We report on environmental, social, and economic topics that are material to us as defined by our most recent materiality analysis conducted by our parent company Franz Haniel & Cie. GmbH (Haniel) by which CWS is 100% owned.

Statement of use: CWS Workwear International GmbH has reported the information cited in this GRI content index for the period from 1 January 2025 to 31 December 2025.

Disclosure	Location
2-7 Employees	Facts and figures, p. 36 ff. Workwear solutions that make a difference, p. 8 ff. www.cws.com/en/workwear/about-us
2-8 Workers who are not employees	Facts and figures, p. 37
Governance	
2-11 Chair of the highest governance body	www.cws.com/en/workwear/about-us
2-12 Role of the highest governance body in overseeing the management of impacts	www.cws.com/en/workwear/about-us
2-13 Delegation of responsibility for managing impacts	www.cws.com/en/workwear/about-us
2-14 Role of the highest governance body in sustainability reporting	The CEO is responsible for reviewing and approving the reported information, including the organisation's material topics. A new era of responsibility, p. 3, Taking a value-creation approach to sustainability p. 5 f.
2-17 Collective knowledge of the highest governance body	www.cws.com/en/workwear/about-us
Strategy, policies and practices	
2-22 Statement on sustainable development strategy	A new era of responsibility, p. 3 f. Taking a value-creation approach to sustainability, p. 5 f. Investing into the future, p. 28 ff.
2-23 Policy commitments	A new era of responsibility, p. 3 f. Sustainability in figures, p. 7 CWS Workwear rated in the top 5% of companies for sustainability, p. 5 Facts and figures, p. 35 ff. https://www.cws.com/en/workwear/responsibility-report



Disclosure	Location
2-25 Processes to remediate negative impacts	Facts and figures, p. 35 ff. www.cws.com/en/together-protecting-our-values
2-27 Compliance with laws and regulations	Investing in the future, p. 28 f. Facts and Figures, p. 35 ff. www.cws.com/en/together-protecting-our-values
Stakeholder engagement	
2-29 Approach to stakeholder engagement	Workwear solutions that make a difference p. 8 ff.
2-30 Collective bargaining agreements	Facts and figures, p. 38, www.cws.com/en/together-protecting-our-values
GRI 3: Material Topics 2021	
3-1 Process to determine material topics	https://www.cws.com/en
3-2 List of material topics	Taking a value-creation approach to sustainability, p. 5 Environmental stewardship, social responsibility, Governance excellence p. 6 https://www.cws.com/en
3-3 Management of material topics	https://www.cws.com/en
GRI 203: Indirect Economic Impacts 2016	
203-1 Infrastructure investments and services supported	CWS Healthcare – Built for tomorrow, p. 26 f. Investing in the future, p. 28 f. New laundries open across Europe p. 29 f.
GRI 204: Procurement Practices 2016	
204-1 Proportion of spending on local suppliers	Facts and figures, p. 39
GRI 205: Anti-corruption 2016	
205-1 Operations assessed for risks related to corruption	https://www.cws.com/en/together-protecting-our-values
205-2 Communication and training about anti-corruption policies and procedures	Facts and figures, p. 37
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301-2 Recycled input materials used	Facts and figures, p. 39
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302-4 Reduction of energy consumption	Country Data Sets, p. 33-34 Facts and figures, p. 35
GRI 303: Water and Effluents 2018	
303-1 Interactions with water as a shared resource	Nothing random about clean, p. 15 f. Country Data Sets, p. 33 f. New laundries open across Europe, p. 29 Cork, Ireland; Lingen, Germany; Brasov, Romania
303-2 Management of water discharge-related impacts	Nothing random about clean, p. 15 f. Country Data Sets, p. 33 f. New laundries open across Europe, p. 29 Cork, Ireland; Lingen, Germany; Brasov, Romania
303-5 Water consumption	Facts and figures, p. 36 Country Data Sets p. 33 f.
GRI 305: Emissions 2016	
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305-2 Energy indirect (Scope 2) GHG emissions	Country Data Sets, p. 33 f. Facts and figures, p. 35
305-3 Other indirect (Scope 3) GHG emissions	Country Data Sets, p. 33 f. Facts and figures, p. 35
305-4 GHG emissions intensity	Country Data Sets, p. 33 f. Facts and figures, p. 35
305-5 Reduction of GHG emissions	Country Data Sets, p. 33 f. Facts and figures, p. 35
GRI 306: Waste 2020	
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306-3 Waste generated	Facts and figures p.36
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GRI 404: Training and Education 2016	
404-1 Average hours of training per year per employee	Facts and figures, p. 37 f.
404-2 Programmes for upgrading employee skills and transition assistance programmes	Facts and figures, p. 37 f.
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GRI 405: Diversity and Equal Opportunity 2016	
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GRI 413: Local Communities 2016	
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GRI 414: Supplier Social Assessment 2016	
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GRI 416: Customer Health and Safety 2016	
416-1 Assessment of the health and safety impacts of product and service categories	Taking a value-creation approach to sustainability – Social responsibility, p. 6 EcoVadis Gold Rating, p. 5



Publication and contact details



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This report presents the CWS Workwear/CWS Healthcare data scope for 2025. Where relevant, it refers to the standards of the Global Reporting Initiative (GRI), without certification.

