


Sustainable success.

SUSTAINABILITY REPORT 2015 - 2016

SUSTAINABLE SUCCESS.

» We see ourselves as pioneers of sustainable
and responsible action
– from an ecological, social or economic point of view.«



Dear Sir or Madam,

G4-1 the Hansgrohe Group sees sustainable economic activities as the driving force behind continuous improvement in all areas of the company and regards them as the basis for long-term success.

In order to realise our growth objectives, we require committed, healthy and highly productive employees. For us, this has been reason enough to further enhance the holistic health management "hans!Fit" and to offer a comprehensive health programme. Furthermore, all production sites have been certified according to international occupational health and safety standards since 2015.

Over the last couple of years, we have invested in up-to-date technologies and in our various sites to the well-being of our employees. The Offenburg production site saw the construction of a state-of-the art logistics centre and a plastics competence centre. At our headquarters in Schiltach we have launched our new development laboratory with eco-friendly heat CO₂ pump technology. Efficient robot cells, for safer and more environmental friendly production were introduced at the Chinese production plant in Shanghai. With these investments, we are laying the foundation to ensure future success and to secure our jobs around the globe already today.

We take global challenges such as scarce resources and rising energy costs very seriously. Out of a sense of responsibility, we have reduced our ecological footprint and have achieved the environmental goals we had set for our group. Hansgrohe Shanghai has a certified environmental management in place since 2015 and has subsequently been awarded the "Green Paragon Award 2016". Our entrepreneurial responsibility is also mirrored by our product range. In the meantime, roughly 25 percent of our products bear the "EcoSmart" label - a label that is reserved for products that save water and energy.

At Hansgrohe, we look back on a 115-year history of success. We will continue to write this history with motivated employees, new innovative products and responsibility for environment and society.

Thorsten Klapproth
Chairman of the Executive Board

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01 THE HANSGROHE GROUP



G4-5 When Hans Grohe founded the company in
 G4-7 1901, he was way ahead of his time. His vision:
 G4-9 The private bath at home for everybody. The
 G4-34 three-man-enterprise has turned into a globe-spanning company, headquartered in Schiltach. Today, Hansgrohe SE, a European corporation, counts among the international innovation and market leaders for faucets, showers and shower systems.

Main shareholders are the US-American Masco Corporation (68 percent) and the Klaus Grohe family, with the Syngroh Beteiligungsgesellschaft mbH & Co. KG (32 percent). A total of 4,785 employees generated a group turnover of 1,029 million Euro during the fiscal year 2016. With that, for the first time in our corporate history, Hansgrohe have crossed the border to one billion in annual turnover. The operating income

(EBITDA) amounted to 206 million Euro¹. At the same time, we invested 48.7 million Euro into our future success during the same year.

Our company is managed by an executive board, consisting of: Thorsten Klapproth, Frank Schnatz and Frank Semling. Richard Grohe, until 2016 member of the executive board, changed perspective and became a shareholder.

The supervisory board, consisting of shareholder and elected employee representatives, acts as supervisory body. The Hansgrohe Supervisory Board consists of: Klaus F. Jaenecke (chairman), Keith Allman, Pierre Nikolas Grohe, Stefan Krischak, Richard O'Reagan and Barbara Scholl.

¹ Accounting Directive Implementation Act (BilRug) adaption 2016: Reclassification of 656,000 € from extraordinary result to miscellaneous operating expense, also for previous years, to improve comparability.

VALUES, ETHICS AND INTEGRITY

»The Hansgrohe Group is characterised by passion, appreciation, cooperation and trust.«

Thorsten Klapproth, Chairman of the Executive Board

G4-DMA
G4-15
G4-56
G4-58 Our guiding principle: Bring together clever heads, committed people and enthusiastic engineers, provide them with the infrastructure and scope they need to conceive water in all its aspects and to think up ever new types of use.

We are continuously improving and are motivated to live by the values *passion, appreciation, cooperation and trust*.

We have recorded these values in our corporate philosophy. Our values define how we interact with each other.

Our corporate policy records the general conditions at Hansgrohe - the "what". Our corporate policy was developed on the basis of our *quality policy* and our *Green Company* principles. All the company's processes and activities are aligned with these.

Our parent group ensures that conflicting interests are avoided, because all employees are subject to the regulations of the MASCO business code.

At regular intervals, our workforce is sensitised and trained with regard to compliance and ethics, namely with regard to the following topics:

- EU competition law
- Antitrust
- EU data security and privacy law
- Financial integrity
- Anti-bribery

These measures are held during working hours and are compulsory.

Our workforce is encouraged to report illegal, unethical and other questionable acts. An ethics hotline has been set up for this purpose.

Annual management audits are held to prevent corruption. During these audits, business units will be systematically scrutinised.

The *Regulations on Supplier Business Practises* and the *Supplier Business Practice Policy (SBPP)* of MASCO Corporation apply to our suppliers.

DIALOGUE ON SUSTAINABILITY

Our Perspectives on Sustainability

»During the last ten years, sustainability has turned into a huge topic in China. At our Shanghai production plant we counteract this by actively working on group sustainability objectives and by constantly improving. In this manner, we face up to global challenges such as scarce resources and increasing energy costs.«

Quansheng Ren

President of Hansgrohe Sanitary Products (Shanghai) Co. Ltd., China



»For years, we have been noticing an increasing environmental consciousness in society. At the same time, the legal requirements in our sales markets are becoming increasingly more stringent. These topics have a lot to do with sustainability and have an effect on our product development. However, we do not see sustainability purely as an obligation, but rather as a driving force behind innovations.«

Jürgen Groß

Vice President Product Development, Hansgrohe SE, Germany

»We as experts in human resources equate being a preferred employer with sustainability. Sustainability does not only refer to production or products, but also to employees. Our growth is based on highly motivated and committed employees. To this end we are looking for future talents and bind them to our company. Sustainability programmes make good business sense and help to maintain our environment. Getting involved in sustainability strategy and programmes is a great way for HR to work at a higher level.«

Renee Maxwell

Director of Human Resources & Organizational Development, Hansgrohe Inc, USA



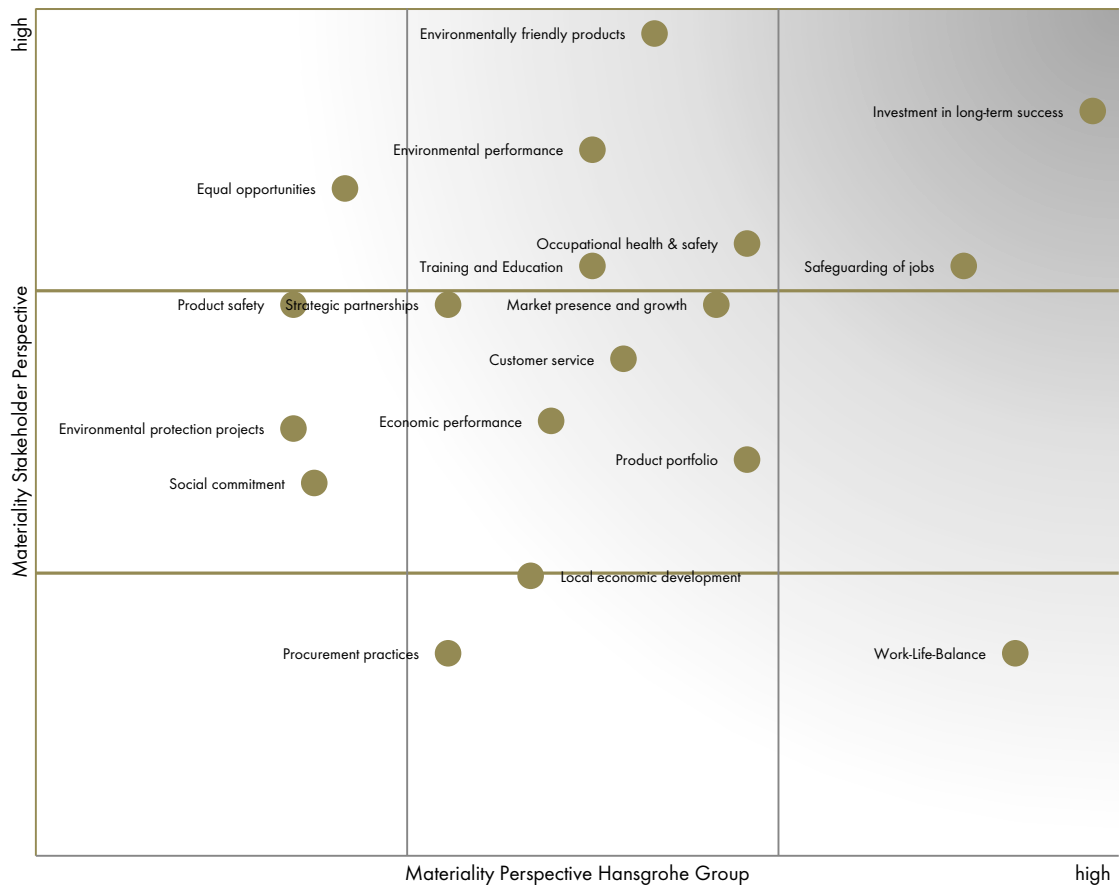


Illustration 1: Materiality Matrix

G4-18 We eagerly follow trends and other external
 G4-19 changes to enable us to focus our activities appro-
 G4-20 priately. Because any change involves opportu-
 G4-21 nities and risks for our business. We record any
 G4-24 relevant changes and evaluate them with a view to
 G4-25 their materiality in our corporate context. We con-
 G4-26 sider it important to maintain an intense contact
 G4-27 with relevant groups of stakeholders. This applies
 in equal measure to executives and employees.

Within the scope of preparing a scientific paper on
 "Stakeholder Management", we had relevant
 interested groups identified in a meticulous and
 scientifically sound manner. Based on the results,
 we exchanged views with stakeholder groups to
 determine significant topics and requirements. It is
 necessary to arrange these requirements within the
 company so they can be considered in entrepre-
 neurial decisions.

In shareholder dialogues, we received informative
 feedback on important topics and requirements
 from customers, suppliers, authorities, shareholders,
 employee representatives and municipalities. We
 charted the identification of this group of significant
 topics in a materiality matrix (Materiality Stake-
 holder Perspective). This matrix also includes the
 Hansgrohe perspective (Materiality Perspective
 Hansgrohe Group).

We developed the company's point of view by
 means of moderated workshops, and through
 individual talks with qualified employees and ex-
 ecutives from different departments of the Hans-
 grohe Group.

On the following pages we will in particular report
 on topics on which we placed particular emphasis
 during the appraisal. These essential topics can be
 found in the top and right hand quadrants of the
 matrix.

02 MANAGING SUSTAINABILITY



Illustration 2: hansgrohe kitchen faucet with pull-out spray and Select technology

BUSINESS MODEL AND BRANDS

G4-4 The Hansgrohe Group is a leading company of the bath and kitchen industry as far as quality, innovation and design are concerned. We develop, produce and distribute faucets, showers and shower systems, thus giving form and function to water. We inspire our customers with our two brands, AXOR and hansgrohe.

»FORM FOLLOWS PERFECTION«

As the brand for luxurious bathrooms and kitchens, AXOR strives for perfection in design and technology. For more than 20 years, trend-setting design objects have been created with internationally acclaimed designers, among them Philippe Starck, Antonio Citterio, Jean-Marie Massaud and Patricia Urquiola.

The premium brand hansgrohe offers showers, shower systems, bath and kitchen faucets and kitchen sinks in durable quality combined with intelligent functions.

»MEET THE BEAUTY OF WATER«

With multiple-award-winning products, hansgrohe designs the flow of water in the kitchen and the bathroom. People spend time that they regard as particularly important – and experience precious moments with water.

In 2016, the most important product categories according to turnover were bath faucets, showers and shower systems.

STRATEGY PROGRAMME 2020

»The number 1 stands for our claim and thus clearly shows where we want the journey to go:
Right to the top.«

Thorsten Klapproth, Chairman of the Executive Board

INITIATIVES

The strategy 2020 has been conceived as a holistic programme so we can continue to defend and expand the strong position we have reached due to our motivated team and our great products.

To make our strategic initiatives even more successful in terms of future growth, we will increase the speed at which we introduce our products to all markets around the globe and in doing so we will deliberately focus on the end consumer.

CUSTOMER FOCUS

Sanitary trade and wholesalers have recognised that our products are synonymous with quality, innovation and design. We thus continue to be a reliable and competent partner for craft and trade. In the future, it will also be necessary to address the end consumer in an even more specific manner, because he does not want to buy just any product. He primarily opts for his favourite brands, which he knows and in which he places his trust.

INVESTMENTS

With intensified prioritisation, increasing efficiency and consistent cost management we create the freedom for additional investments. In 2016 alone, these amounted to 48.7 million EUR. We will continue to invest at this very high level until 2020. Because new things can only grow when the ambience is right, when employees encounter ideal conditions for their activities and when the downstream logistics processes in the value added chain can be completed with ease.

SUSTAINABILITY

Our group environmental protection objectives specify to which degree our commitment to eco-friendly processes and technologies contributes to an increase in efficiency. In addition, we have set ambitious occupational health and safety goals and every day work towards creating the best possible working conditions. We ultimately succeed in striking a balance between economic, ecological and social aspects to secure our long-term success.

MARKET PRESENCE AND GROWTH

G4-6 With 34 companies and 21 sales offices on all
G4-8 continents, we are one of the few global players in the international sanitary industry. In 2016, we supplied products to 142 countries.

In the course of our growth strategy, we have intensively looked into sales markets and have decided to define seven focus markets.

In these markets, we strive for particular growth. Our focus markets include our home market Germany, but also France, the Netherlands, Great Britain, Turkey, China and the United States of America.

With a focus on these countries, we continued the internationalisation of the 2016 market development. Internationalisation was particularly fostered by the global project business, which, through the strengthening of the sales organization, ensured an even more systematic customer liaison and support of international hotel chains, housing societies and design offices.

We have placed our production sites in the vicinity of large sales markets – for the report on hand, these production sites are of particular relevance.

STRATEGIC PARTNERSHIPS

G4-16 The Hansgrohe Group maintain strategic partnerships - in our mutual interest. For us to fulfill our claim of becoming the number 1, we are accompanied by a multitude of strategic partners. They help us to develop and implement innovations, irrespective of whether we are dealing with new products or advanced technologies.

Our focus is in particular on plastic, metal and surface technologies. During the period under consideration, we entertained partnerships with the following organisations:

- University of Furtwangen
- University of Offenburg
- Technical University of Ilmenau
- KIT Karlsruhe
- KDG Glas Consulting
- Eco-Institute Freiburg e.V.

Together with the Eco-Institute Freiburg and the University of Furtwangen, we are working on projects pertaining to the EU Chemical Regulation REACH.

During the past years this has led to the development of REACH radar and a finger print analysis for substances and components.

In a broader sense, contributions to a sustainable development by means of our commitment in different associations for us also belong in the realm of partnerships.

During the period under review, we actively engaged in the following associations:

- IBU (Institute for Construction & Development)
- Industrie Design Forum
- Association of German Engineers
- Association for Safety
- Fesa e.V.
- German Association for Sustainable Building Activities
- International Controller Association
- Federal Association of the German Foundry Industry (bdguss)

HOLISTIC MANAGEMENT

PRODUCTION NETWORK

G4-DMA High-quality products are manufactured by our
G4-14 international production network. Roughly 80 per
G4-34 cent of production takes place in Germany, at
G4-36 several plants in the Black Forest. These German
sites are supplemented by production plants in
France, the United States of America and China.
The plant in the Netherlands was closed in 2016
and production distributed within the network.

INTEGRATED MANAGEMENT

At all production sites, we operate an integrated management system - shortent "IMS". This system not only ensures the high quality standard, but also sets the benchmark with regard to occupational health and safety and resource efficiency. Because of the idea of integration, we do not consider these aspects in isolation from each other, but in a holistic and global manner.

Special attention is paid to strengthening group-wide and cross-departmental process thinking. In addition we promote world-wide networking and exchange of best practices to make use of synergies.

WORLDWIDE STANDARDS

During the years 2015 and 2016 we considerably expanded the IMS. The production site in Shanghai fulfills the requirements for environmental and occupational health and safety management systems, in addition to those for quality management systems, since 2015. The US-American production site was completely integrated into the IMS in 2016.

CERTIFICATIONS

All in all, at the end of 2016 every plant fulfilled the management standards ISO 9001, ISO 14001 and OHSAS 18001; our German plants in addition met the standard ISO 50001 (energy management). Compliance is confirmed in writing by the testing organisation Lloyds Register Quality Assurance. On an annual basis, this organisation randomly checks compliance with these international standards within the Hansgrohe Group.



REPRESENTATIVES AND COMMITTEES

It is the core task of the management system to attain corporate objectives; at the same time, corporate risks are to be avoided or reduced by preventive measures. The department *Integrated Management System*, which is allocated to the board division *Production & Quality Management*, ensures that the IMS is maintained and internal and external system audits are scheduled. The management representatives report to the executive board. The Group Executive Board takes corporate decisions by consensus. Subjects that are relevant to quality, occupational safety and the environment are processed in own committees. These include the steering committee *Green Company*, the *Occupational Health and Safety committee* and the committee *Quality on the Market*.

VALUE ADDED CHAIN

G4-12

RESEARCHING & DEVELOPING

We develop innovative quality products in best design. Our most important tasks in this regard are:

- Managing innovations
- Designing products
- Preparing product manufacture



Possible options for action

- *Designing production-friendly products*
- *Ensuring user-friendliness*
- *Ensuring resource efficiency - shortening development times*

PRODUCING & DISPATCHING PRODUCTS

Faucets, showers, hoses and accessories are produced at our plants. Important core processes are retained inside our company:

- casting, machining, polishing
- injection moulding of plastics / manufacturing of hoses
- surface coating
- assembling products
- storing and dispatching



Possible options for action

- *Increasing resource efficiency*
- *Developing and improving healthy and safe working conditions*
- *Ensuring an efficient sales logistics*

SELLING PRODUCTS & ATTENDING TO CUSTOMERS

We sell our products worldwide and operate exhibitions and showrooms. Customer support is a natural part of our activities.

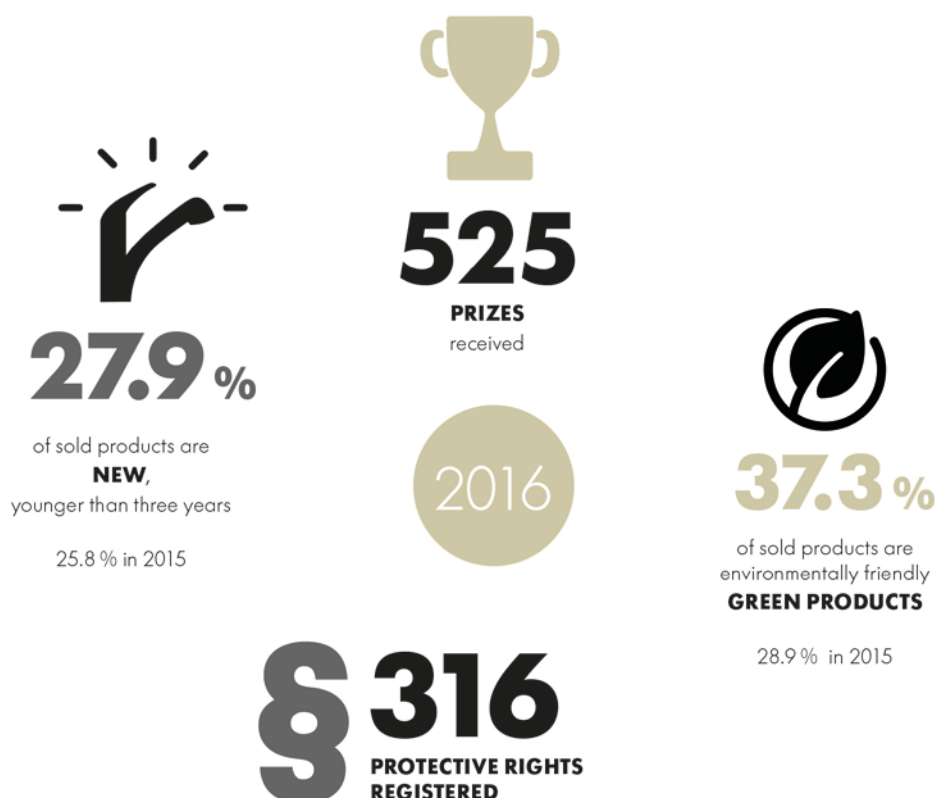
- Operating exhibitions and showrooms
- Offering after sales and service



Possible options for action

- *Organising the car pool in an efficient manner*
- *Ergonomic vehicle equipment*

03 PRODUCT RESPONSIBILITY



G4-DMA Our innovative strength is the result of an innovation culture that has grown over decades. It is lived in all areas and across all hierarchical levels and has become firmly anchored in our corporate culture. This culture and the close cooperation enable us to develop new products and marketable innovations with competitive time-to-market cycles and to launch them on international markets.

During the product development process we perform extensive risk analyses. Results gained from these will be integrated in production processes and in the product itself to avoid quality risks during production and application. In addition to this, we set our own internal norms, thus guaranteeing consistent standards. The compliance with these

standards is ensured by comprehensive quality assurance during series production.

In the reporting period, our company has again received several awards for excellent innovation and design strength. It is not surprising then, that the Hansgrohe Group is among the ten best companies worldwide according to the iF design ranking 2016.

It is not uncommon for our protected designs or even entire products to be copied. We actively and forcefully take action against product counterfeiting. In this way we make customers aware of the existence of plagiarism and strive to protect them from the hazards caused by these plagiarized products of inferior quality.

ENVIRONMENTALLY FRIENDLY PRODUCTS



Illustration 3: About 80 per cent of our products are produced in Germany.

»Hansgrohe manufactures products of premium quality in both form and function, so that customers all over the world can enjoy them for as long as possible.«

Frank Schnatz, Member of the Executive Board

G4-DMA Our products are characterised by a long lifetime.

G4-EN7 Only reliable, sturdy and sustainable products that have been developed for a long lifetime will be released. To ensure this, our research and development laboratory thoroughly tests new or modified products.

G4-EN27

Efficiency technologies such as EcoSmart, Air Power or CoolStart lower consumption, thus saving water and energy during daily use - without dispensing with perfect design or greatest ease of operation. After all, the largest consumption of water and energy occurs during the phase the product is used by the customer.

As one of the innovation leaders, we constantly expand our range of resource-efficient products.

Already during the product development process, we take the growing environmental consciousness in society seriously. From early on in the process, teams of experts are working towards designing efficient and production-friendly products. This reduces the consumption of resources during production and while in use. With apparent success, because during the period under review, the share of particularly efficient *Green Products* sold increased from 28.9% to 37.3%. As the first manufacturer of showers, we were awarded four stars by the "Water Efficiency Labelling and Scheme" (WELS) in Australia for our Hansgrohe Crometta hand shower in 2016.

PRODUCT APPROVAL



Illustration 4: At the hansgrohe thermostat you can select between the hand-held or over-head shower with the push of the button

G4-DMA
G4-PR6 Statutory provisions in our sales markets are getting increasingly more stringent and force us to react accordingly. Our new R&D laboratory, where market-specific product approvals are prepared, was launched during the first quarter of 2016. From now on, the new laboratory will offer higher capacities and extended testing possibilities. As a consequence thereof, the number of employees in this area also increased.

Our development departments work in close coordination with the experts for approval to obtain market-specific product approvals. These product approvals are the foundation for the markets in which our products will eventually be sold, because many markets require special approvals for products and materials. During the reporting period, we have worked on the priority issue "Swedish Type Approval (STA)" with great commitment. We

succeeded because in the meantime a great number of our "hansgrohe" and "AXOR" products comply with the "Swedish Building Regulation" (Plan- och bygglagen (PBR)) and the Danish Drinking Water Ordinance (BEK nr 1007) and are certified accordingly. With this long-term investment, we signal to our customers and partners in these countries our commitment and our desire to continue our successful presence in the Nordic markets.

In addition, we intensely deal with the requirements that serve as the evaluation basis for metallic materials, such as the Elastomer Guideline of the German Federal Environmental Agency.

We exclusively sell products in countries for which our products have attained the required country-specific approvals. In many cases, our products even clearly exceed the respective requirements.

CUSTOMER SATISFACTION



Illustration 5: At the Architects' Darling Awards 2015 we took the prize in the category "Sanitary faucets"

G4-PR.5 We set great store by CUSTOMER SATISFACTION. We not only offer valuable quality products, but also our master service and delivery quality. In 2016, 87.2% of our consignments arrived at the customer's premises complete and at the desired date despite the fact that we simultaneously launched our new logistics centre. For this commitment, we were able to receive a great number of awards and prizes during the period under review. The German sanitary trade for instance has voted Hansgrohe onto the winners' podium in the "faucets" category for the first time. The trade magazine "markt intern" (mi) had called for the poll. We took first place in six out of ten categories. The polled sanitary fitters evaluated manufacturers of sanitary faucets in individual categories according to the German school grade system. We were particularly convincing in the categories "Delivery Service", "Sales Support/Training" and "Support from the Manufacturer".

A consumer test with our Raindance Select E120 revealed that 97 per cent of the 1,700 test persons were completely satisfied with the product.

Furthermore, we were ranked in 1st place by the renowned magazine "Wirtschaftswoche" during the year 2016. Here, customer satisfaction with regard to consumer goods was compared. In the category "Domestic Engineering" satisfaction was the highest. We cultivate a direct dialogue with our customers - whether it is at our academies, at trade fairs or in direct customer talks on site. We gladly receive praise and criticism, because we use them both as an opportunity to improve our products even further. We did not carry out any comprehensive analyses with regard to customer satisfaction surveys during the year under review.

Under the project title "Customer Service Excellence" different departments are currently actively engaged in improving the after sales service. Results are expected to be forthcoming during future years under review.

04 EMPLOYEES



Illustration 6: Jürgen Raddatz works at Hansgrohe in the quality management department

G4-DMA
G4-LA1
G4-LA10
G4-LA11
Currently the most important trends are without doubt digitalisation and virtualisation, change in values and culture, globalisation and demographic change. These trends will continue to characterize our HR strategies. They offer us new opportunities, but also challenges.

We will only be able to achieve our ambitious corporate goals with a motivated and committed workforce. Viewed in the context of our corporate strategy and the future alignment of our company, it will be necessary to equip them with the necessary competence. At the core of employee development is thus the need-driven, goal-oriented and sustainable development of employees. This development is also accelerated by the Learning Campus. This campus is managed according the motto "Everyone learns and teaches". Well-founded and practical knowledge is imparted to technical specialists, executives and employees by experts from science and economy.

We have promising young talent, which we promote by means of an intensive talent management process.

Health and occupational safety are a permanent topic for us. This is why Health Management is intensely working towards reducing absenteeism due to sickness. With 3.5 percent, our sickness absence rate is on a low level. Our experts for occupational safety are present in all our production sites. In close cooperation with the departments they create safe working conditions. In doing so, we are complying with internationally recognised standards for occupational health and safety (OHSAS 18001).

Our measures aim at keeping employee fluctuation at a continuously low level of 1.9 percent. To this end, we offer modern, safe and sustainable jobs – today and in the future.

WORKFORCE IN NUMBERS

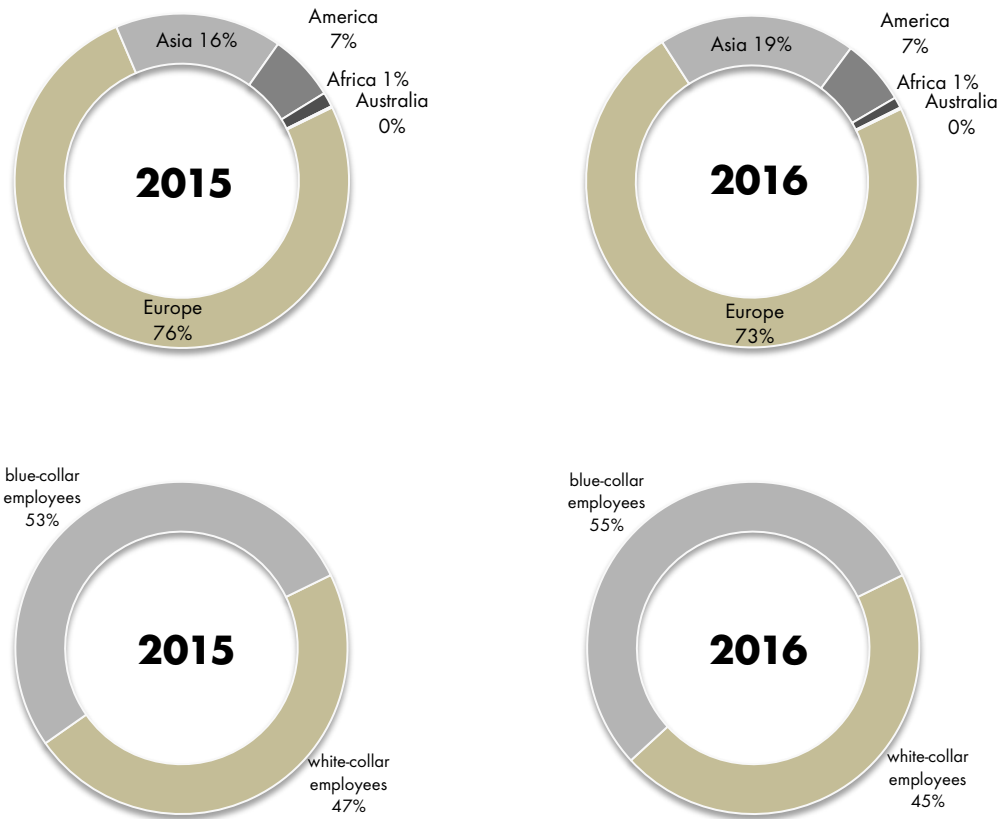


Illustration 7: Employees according to continents, employees in Germany according to employment relationships

G4-10
G4-LA1 By December 31st 2016, we employed a workforce of 4,785 employees worldwide. Compared to 2015, the number of employees increased by 277.

During the same year, 703 temporary employees provided the necessary flexibility. In 2016, as in the previous years, we have taken a large number of temporary workers into employment.

In December 2016, shared profits amounting to 2.15 million EUR were distributed to permanent and temporary employees at German sites as a result of the good business development.

Our headquarters and the largest parts of production remain in Germany. The largest brass and plastics factories are located in Schiltach and Ofenbourg. In addition, an assembly plant is located in the French Alsace region.

Further production sites are located in Asia and America. A large number of workers are employed in those two regions. Although our data currently permits a break-down of our workforce according to region, it does not permit a differentiation by gender.

The following analyses respectively refer to the sum of all German sites of the Hansgrohe Group: By December 31st 2016, a workforce of 2,386 was employed in Germany. 221 of those employees held a fixed term temporary contract.

All in all, more blue-collar employees than white-collar employees were employed in Germany during 2015 and 2016. The number of industrial workers increased by two percent in 2016.

WORK-LIFE-BALANCE

G4-LA10 For our company it is important that a good balance is found between job, family and leisure time. In 2015 we have thus taken another step forward by introducing more flexible working hours at German sites. The core working time was abolished. Mobile working is also of great importance at our company. In the meantime, home office that is coordinated with our executives has become a feasible option. In addition, employees are offered the opportunity of taking a sabbatical for a limited period of time.

We particularly focus on our executives when it comes to the subject of psychological stress. Psychologists sensitise executives for dealing with employees who are exhibiting changes in behaviour or other noticeable problems, which could point to a personal crisis. During the period under review, 40 executives have participated in this type of training. In situations where our employees come face to face with a personal challenge either in the professional or private field, Hansgrohe Social Counselling is there to support. It will for instance provide advice with regard to questions and problems in connection with topics such as caring for relatives, health care proxies, living will or stress. In parallel to this, we introduced the seminar "Living in balance", a preventive programme to enhance one's own resilience and psychological

health. Based on scientifically sound methods it conveys how to face oneself and life at large with more awareness.

With the "Hans!Fit" programmes, Hansgrohe Health Management offers courses to promote the health of our employees. You can read more on this topic in the following chapter on "Occupational Health and Safety".

Outside of Germany, we provide different offers to strengthen the "Work & Life Balance". At the site in China, we offer employees for instance a regular joint cooking event and a weekly badminton course.

Our US-American site near Atlanta follows a multi-stage programme to achieve a healthy work-life balance. On the one hand, a systematic survey determines which topics and expectations are present among the workforce. These are then translated into regulations and programmes at the site. In addition, local health & safety coordinators bring "employee wellness programmes" into focus. Hansgrohe is for instance sponsoring the annual health and wellness fair. In addition, the American employees are encouraged to design their own workplace with the slogan "Bring the home to work". Our international HR teams discuss best practice examples at the international "HR summit".

EQUAL OPPORTUNITIES

G4-LA10 We at Hansgrohe do not make a distinction
G4-LA11 between looks, culture or gender. Equal opportunities apply to the entire workforce. Thus, permanent employees hold no advantage over temporary employees. In Germany, most of our employees work according to the remuneration framework agreement (ERA) and receive regular performance appraisals. To this end, the elected

employee representatives are in regular and intensive contact with the workforce and constantly keep an eye on the topic "Equal opportunities". Employees affected by disabilities are offered the opportunity of reintegration by means of our FILM programme (Encouragement of employees with reduced or impaired performance.)

TRAINING AND EDUCATION



Illustration 8: 43 young people commenced their training at our company in 2016

G4-LA9 We highly value our employees' skills and expertise, which is why we continuously invest in our employees, including our trainees. At the German sites, the share of trainees is at a strong 6.3 per cent. In 2016 alone, 43 new trainees have commenced their training, compared to 42 in 2015. We train 14 different occupations.

At the site in China, four trainees completed a technical apprenticeship in autumn 2015. Trainees in the logistics department are offered the opportunity of completing a stay abroad at Hansgrohe France.

We also offer cooperative education for qualified candidates. They can choose between 12 different branches of study. In 2016, 74 cooperative education students were employed by the company. We also offer them the opportunity of gaining experience abroad, in particular in China and the

US. Many students write their final theses at our company. During the period under review, 73 students made use of this opportunity. We also invest in the skills and expertise of our long-term employees. More than 500 training courses totaling 3,000 training days were held for employees in 2016. The information available on the training courses does not permit any assessment as to how many hours were spent according to gender and employee category.

We make employees aware of career paths and advanced training options in different departments of our company by means of our Intranet. To some employees, even an internal change in departments can be an interesting option.

Young executives undergo special training courses for one year to become fit for their tasks.

OCCUPATIONAL HEALTH AND SAFETY

»All of the *hans!Fit* campaigns focus on the sustainable promotion of a health-conscious behaviour of our employees.«

Linda Kiefer, Health Management at Hansgrohe SE

MANAGING HEALTH

G4-LA5 In order to promote a health-conscious behaviour,
G4-LA6 we develop programmes that are tailored to the
G4-LA7 target group. The fields of action extend from the
G4-LA10 focal topic "Ergonomics", to various offers and
measures in the field of primary health promotion
and the topic area "Psychological health".

"Ergonomics" is a main topic we focus on. During the reporting period, we have carried this topic further into our organisation by providing roughly 500 employees from production and administration with useful hints and behavioural recommendations within the scope of ergonomics, training courses and personal workplace consultations. We have taken our employees' move into the new logistics centre as a reason to offer further ergonomics training courses.

Currently, we are developing short training courses with a practical orientation for assembly staff. Our objective: Lasting sensitisation to an ergonomically optimal method of working and conservation of health at workplaces with repetitive activities.

PROMOTION OF HEALTH

The health courses that are accessible to all employees form an inherent part of the *hans!Fit* offer. Our health management takes up current trends

from yoga to Pilates, from functional training to myofascial workouts. In the period under review, a total of 45 health courses were thus offered, which were attended by more than 400 employees.

At the large German production plants, Shiatsu treatments provide for relief during lunch time, before or after the production shift. During the period under review, the Japanese pressure point massages were carried out almost 1,000 times in total.

There is a special health programme for trainees. Within the scope of our annual "hans!Fit days", our youngest employees are introduced at an early stage to "useful tools" for a healthy work life.

OCCUPATIONAL HEALTH SERVICE

During 2016, a free skin cancer screening was offered to all employees at the German sites for the first time.

All in all, about 370 employees allowed their skin to be carefully examined. Apart from the annually recurring possibility of receiving a flu shot, roughly 230 employees took advantage of the bowel cancer screening that was offered for the third time (2015).

Table 1: Injuries within the Hansgrohe Group

Injuries according to region		America		Europe		Asia	
Calendar year		2015	2016	2015	2016	2015	2016
male		0	0	12	17	3	2
female		0	0	5	2	0	0
Total		0	0	17	19	3	2
Days lost		0	0	273	180	33	15
Type of injury		America		Europe		Asia	
Calendar year		2015	2016	2015	2016	2015	2016
Cutting / piercing injury		0	0	7	9	0	0
Bruises / contusions		0	0	10	9	0	0
Fractures		0	0	1	1	2	1
Chemical burns		0	0	0	0	1	1

OCCUPATIONAL SAFETY

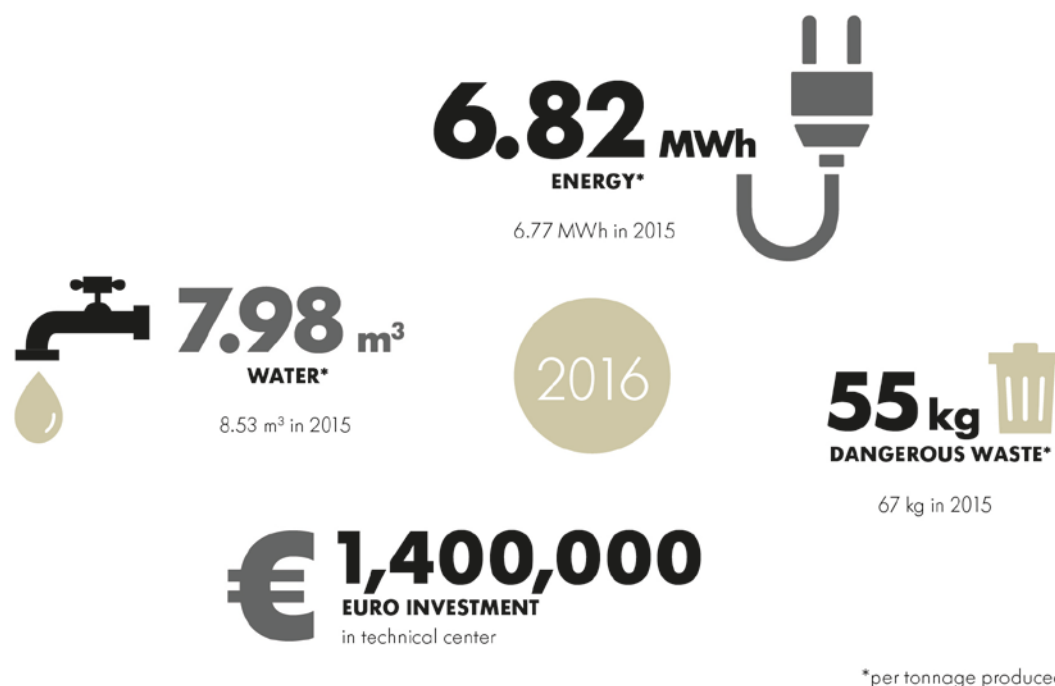
G4-LA6 We care about our employees' safety. At each of the production sites, there is at least one responsible person from Environment, Health & Safety (EHS), who deals with the topics safety at work and occupational safety and is responsible for implementing the local legal requirements. All employees are represented by the EHS coordinators with regard to occupational safety – at the production sites, these make up roughly 80 per cent of the total workforce.

We invest in safe working conditions. This is also shown by our figures, because type and number of incidents are at a low level. Nevertheless, cutting/piercing injuries and bruises/contusions do occur, especially during packing and unpacking and during in-house transport. As a consequence of these accident focal points in connection with transport activities, we have equipped our forklift trucks with so-called "blue spots" – a blue light beam that increases the visibility of approaching vehicles. In addition, we made use of poster cam-

paigns and training courses to sensitise our employees with regard to traffic safety. Our campaigns have been successful insofar as no further incidents have subsequently occurred.

Further analyses of accident focal points revealed that cutting injuries increasingly occurred in assembly. Together with our departments, we have taken technical and personal precautions. For instance, a new type of wave cut on cardboard packaging reduces the risk of cutting injuries. During a joint project with our employees, we selected new protective gloves. In the meantime, the frequency of accidents in these areas has clearly been reduced. The hazard potential in production areas is higher than in administrative departments. In particular activities in base production are more dangerous. Our employees have therefore been specifically trained and instructed; where necessary technical or organisational safety precautions were taken. Key data on occupational safety in these production areas are within normal limits.

05 GROUP ENVIRONMENTAL PROTECTION



G4-DMA We have a tradition of protecting the environment. Under the umbrella term Green Company we are facing global challenges such as finite resources, increasing energy prices and the climate change. These challenges are mirrored by our standards. This is why we bring our production sites into line with ecological aspects. Resource-friendly technologies are therefore used in administration and production wherever this is reasonable. This includes CO₂ heat pumps, efficient lighting and modern compressed air generation. Apart from the use of efficient buildings and equipment, further potential is often to be found in the optimisation of organisational procedures. That is why we determine relevant environmental aspects on the basis of which we then review our processes to increase environmental efficiency. At the same time, we keep our focus firmly on our corporate environmental protection goals, because every environmental project directly helps us to achieve our objectives. In the meantime, both headquarters and all the

production plants of the Hansgrohe Group comply with the international requirements on environmental management systems. The internal conversion to the latest standard ISO 14001:2015 was completed in 2016. The external conversion then ensued in the course of re-certification during the following year 2017. The most important changes caused by the conversion concern the increased consideration of the organisation context, environmental aspects and delivery chains.

Our German sites² additionally meet international requirements on energy management systems. The French production plant was connected to the energy data collection system of the Hansgrohe Group and equipped with measuring points in 2016. For the year 2017, the plant also aims at certification according to the ISO-standard. We live our environmental standard throughout the entire production network.

² An exception of this is Hansgrohe Deutschland Vertriebs GmbH, which is audited in according with EDL-G.

ENVIRONMENTAL PERFORMANCE



Illustration 9: Since the early nineties, we have produced power from solar energy at our Offenburg site

»We have a tradition of protecting the environment. We have made use of solar electricity since the early Nineties - long before this became standard in society.«

Dieter Hauser, Head of Environment, Health & Safety

G4-EN1 ENVIRONMENTAL PROTECTION OBJECTIVES

G4-EN8

Every year, scientists calculate the *Earth Overshoot Day* - the day on which the new resources that are annually produced by nature are used up. In 2016, this day was 13 August. From this day, humanity lived on credit for the rest of the year.

For us at Hansgrohe this was reason enough to put our organisation's resource consumption to the test, to increase our environmental performance and to reduce our ecological footprint. This standard is also mirrored by our corporate policy, which sets the guide posts for corporate development. Our efforts become manifest in environmental protection goals. With our group environmental protec-

tion goals we are aiming at the following by the end of 2017:

+ 10% water efficiency

+ 5% waste efficiency³

+ 2% energy efficiency

We have met our interim goals for 2016 - despite the fact that we simultaneously have created capacities that initially had a negative influence on our efficiency.

³related to the amount of dangerous waste

USE OF RESOURCES

Table 2: Use of resources by the Hansgrohe Group

Volume data	2015	2016
Metals (t)	4,644	5,623
Plastics (t)	2,086	2,310
Chemicals (t)	1,251	1,232
Water (m³)	193,551	194,040

We mainly use metal and plastics in manufacturing. This is because quality faucets mainly consist of brass, while the base material for showers is plastic.

To continuously improve the use of materials, we commence purposeful projects. Two highlights are WAPRO (Value Analysis on the Product) and SAG (Systematic Reduction of Rejects in the Initial Stages of Production). WAPRO focuses on the consistent optimisation of existing products, while SAG aims at the optimisation of production processes at our primary plant *Schiltach West*.

Faucets and showers with premium surfaces are produced in our electroplating processes. These processes make use of carefully tested and approved chemicals.

In this connection, we are dealing in depth with the issue of *REACH*. *REACH* is all about the registration, assessment, approval and restriction of

chemicals. The objective is to replace substances of high concern with suitable alternatives. For that purpose, we have developed a *REACH* radar, which we have made available to the public through a research project. The radar has a comprehensive database at its disposal, by means of which SVHC (substances of very high concern) can be determined and the need for action inferred, so that substances can be substituted in a purposeful manner, thus protecting man and the environment.

As a result of the used processes dangerous waste arises in particular during surface coating. To reduce the waste in the best possible manner, we have improved the plastics chromium-plating process used at our Offenburg production plant. Through the use of modern direct electroplating technology, we were able to reduce not only the water consumption, but in particular the generated waste - without lowering our quality standard for surfaces.

EMISSION PROTECTION

Table 3: Emissions by the Hansgrohe Group in tons of CO₂

Direct emissions (scope 1)	2015	2016
Emissions at sites of the Hansgrohe Group	4,561	4,778
Indirect emissions (scope 2)	2015	2016
Volume of purchased electricity / heat of the Hansgrohe Group	28,487	30,849
Total emissions	33,048	35,626

G4-EN15

G4-EN16

EMISSION PROTECTION AND ENERGY EFFICIENCY

In the reporting period, our company's direct and indirect emissions were increased. The reason for this are the increased production volumes.

Our strategic measures to increase our environmental efficiency have a positive effect on emissions. Each measure indirectly works towards emission protection. We follow the following focused approaches:

- Consolidation of production areas
- Modernisation of buildings and equipment
- Use of novel technology

CONSOLIDATION OF PRODUCTION AREAS

Increasing the energy efficiency of our plants depends on utilisation. It is therefore important to us to use our floor space as effectively as possible. For us this means: Increasing the production performance per floor space.

In the production plants in Schiltach, Offenburg and Wasselonne, floor spaces were consolidated further during the period under review.

We succeeded in implementing the production of the Dutch plant of Westknollendam, which had been closed in 2016, within the production network.

MODERNIZATION OF BUILDINGS AND EQUIPMENT

In recent years, we have invested in the gradual rehabilitation and modernization of existing equipment and buildings. At the headquarters in Schiltach, parts of the building that were formerly used to store goods were dismantled. A new R&D laboratory was erected on the free space thus gained. This building was constructed in accordance with current construction methods and is thus clearly more efficient than the previous building. This reduces the heating costs and thus the direct emissions.

USE OF NOVEL TECHNOLOGY

A new technical centre and a new logistics centre were built at the Offenburg site. Modern LED lighting technology was introduced to both buildings. At the headquarters in Schiltach, we have been using a CO₂ heat pump since 2015 to heat the building and for hot and cold water treatment.

06 SOCIAL COMMITMENT



Illustration 10: We got involved at an international level, for example with donations for a project in Columbia

Social commitment has always been part of how we at Hansgrohe see ourselves. Which activities are selected is guided by our principles, stakeholder requirements and corporate alignment.

During the years under report, our employees got involved in the German focal topic "refugees" by giving private German lessons during their working time.

Donations were for instance made to the "Tour of Hope", an organisation which raises funds for

children with cancer each year. The Palliative Centre Villingen-Schwenningen received a product donation during 2015. During 2016, Hansgrohe donated products to two social institutions.

At an international level, the Hansgrohe subsidiaries are also active. Through a charitable organisation, Hansgrohe donated water-saving faucets to five communities in the Chinese province of Anhui in 2015.

07 ON THIS REPORT

G4-13 The sustainability report is published every two
G4-17 years. The report on hand comprises the calendar
G4-22 years 2015 and 2016.

G4-23 The sustainability report was for the first time drawn
G4-28 up according to the G4 Guidelines, fourth
G4-29 generation, of the Global Reporting Initiative (GRI).
G4-30 The report was prepared in accordance with the
G4-33 Core option.

Essential topics were developed together with relevant stakeholder groups.

The previous report 2013/2014 was published in 2015 according to the third generation GRI G3 Guidelines. A subsequent new presentation of the information contained in earlier reports is not necessary.

For the report, the following companies were essentially consolidated: Hansgrohe SE, Hansgrohe Wasselonne S.A.S., Hansgrohe Inc. and Hans-

grohe Sanitary Products (Shanghai) Co., Ltd. More detailed information on the consolidation can be looked up in our annual report 2016 (www.hansgrohe-group.com). In the former report we also extensively monitored further key data under the topic "Economy".

Essential changes during the reporting period concerned the liquidation of Cleopatra B.V. at the end of 2016 and Richard Grohe changing perspective from a position on the executive board to that of a shareholder.

The correctness of the GRI Content Index was reviewed by the Global Reporting Initiative. An external verification will not take place.

The report in hand is exclusively published digitally.

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-20

G4-21

ESSENTIAL ASPECTS	INTERNAL	EXTERNAL
Investment in long-term success	○ ○ ○	Works council Suppliers Mayor Shareholders
Safeguarding of jobs	○ ○ ○	Mayor Employee representative
Occupational health and safety	○ ○ ○	Authorities Employee representative Shareholders
Work-Life-Balance	○ ○ ○	Employee representative
Market presence and growth	○ ○	Suppliers Customers
Environmental performance	○ ○	Authorities Suppliers Shareholders
Equal opportunities	○	Shareholders Employee representative
Strategic partnerships	○ ○	Suppliers
Training and Education	○ ○	Mayor Authorities Employee representative
Environmentally friendly products	○ ○	Authorities Suppliers Shareholders Customers

GRI G4 CONTENT INDEX



G4-32 The report was prepared in accordance with the Core option, also reflected in the GRI Content Index.

GENERAL STANDARD DISCLOSURES

GENERAL STANDARD DISCLOSURES	PAGE / DIRECT ANSWER	OMISSIONS	INTERNAL AUDIT	DESCRIPTION/ REMARKS
STRATEGY AND ANALYSIS				
G4-1	Sustainable success., p. 1	No omissions.	✓	Declaration of the highest-ranking decision maker
ORGANISATION PROFILE				
G4-3	Imprint, p. 35	No omissions.	✓	Name of the company
G4-4	Business model and brands, p. 7	No omissions.	✓	Most important brands, products and services
G4-5	The Hansgrohe Group, p. 3	No omissions.	✓	Headquarter of the company
G4-6	Market presence and growth, p. 9	No omissions.	✓	Countries with business activity focus
G4-7	The Hansgrohe Group, p. 3	No omissions.	✓	Legal form and owner structure
G4-8	Market presence and growth, p. 9	No omissions.	✓	Essential markets
G4-9	The Hansgrohe Group, p. 3 The total capitalization, broken down according to accounts payable and shareholders' equity, is reported in our annual report 2016 – Business Review 2016 (Attachment), p. 2.	No omissions.	✓	Size of the company
G4-10	Workforce in Numbers, p. 17 We do not have significant variations in employment numbers. Furthermore no substantial portion of work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.	No omissions.	✓	Employees according to employment relationship, gender and regions

G4-11	Roughly two thirds of employees fall under a collective agreement. In Germany this number amounts to more than 90 per cent.	No omissions.	✓	Percentage of employees under collective agreements
G4-12	Value added chain, p. 11	No omissions.	✓	Description of delivery chain
G4-13	On this report, p. 27	No omissions.	✓	Significant changes during reporting period
G4-14	Holistic management, p. 10	No omissions.	✓	Implementation of the precautionary principle
G4-15	Values, ethics and integrity, p. 4	No omissions.	✓	Support of external initiatives
G4-16	Strategic partnerships, p. 9	No omissions.	✓	Memberships in associations and interest groups

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17	On this report, p. 27	No omissions.	✓	List of consolidated companies
G4-18	Dialogue on sustainability, p. 6	No omissions.	✓	Procedure used to select the contents of the report
G4-19	Dialogue on sustainability, p. 6	No omissions.	✓	All material aspects
G4-20	Dialogue on sustainability, p. 6 Identified essential aspects and limits, p. 28	No omissions.	✓	Material aspects inside the company
G4-21	Dialogue on sustainability, p. 6 Identified essential aspects and limits, p. 28	No omissions.	✓	Material aspects outside the company
G4-22	On this report, p. 27	No omissions.	✓	New presentation of information compared to earlier reports
G4-23	On this report, p. 27	No omissions.	✓	Important changes to the scope of the report and the limits of aspects

STAKEHOLDER ENGAGEMENT

G4-24	Dialogue on sustainability, p. 6	No omissions.	✓	Incorporated stakeholder groups
G4-25	Dialogue on sustainability, p. 6	No omissions.	✓	Identification and selection of stakeholders
G4-26	Dialogue on sustainability, p. 6	No omissions.	✓	Approach followed for the stakeholder dialogue and frequency
G4-27	Dialogue on sustainability, p. 6	No omissions.	✓	Central concern of the stakeholders and representation

REPORT PROFILE

G4-28	On this report, p. 27	No omissions.	✓	Period under review
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G4-29	On this report, p. 27	No omissions.	✓	Date of the last report
G4-30	On this report, p. 27	No omissions.	✓	Report cycle
G4-31	Imprint, p. 35	No omissions.	✓	Contact persons and questions on the report
G4-32	GRI G4 Content Index, p. 29	No omissions.	✓	Option of agreement GRI Content Index
G4-33	On this report, p. 27	No omissions.	✓	External audit of the report
GOVERNANCE				
G4-34	The Hansgrohe Group, p. 3 Holistic management, p. 10	No omissions.	✓	Management structure incl. the highest controlling body
G4-36	Holistic management, p. 10	No omissions.	✓	Responsibility, positions with responsibility for economic, ecological and societal topics
ETHICS AND INTEGRITY				
G4-56	Values, ethics and integrity, p. 4	No omissions.	✓	Values, principles and standards of conduct
G4-58	Values, ethics and integrity, p. 4	No omissions.	✓	Procedure for reporting concerns with regard to ethically unacceptable or illegitimate behaviour as well as integrity concerns

SPECIFIC STANDARD DISCLOSURES

DMA AND INDICATOR	PAGE/DIRECT ANSWER	OMISSIONS	INTERNAL AUDIT	DESCRIPTION/REMARKS
CATEGORY: ENVIRONMENTAL				
MATERIAL ASPECT: MATERIALS				
G4-DMA	Group Environmental Protection, p. 22	No omissions.	✓	Management approach
G4-EN1	Environmental performance, p. 23	Information about used material was renewable or not is unavailable. We will collect the data until the next report.	✓	Materials used according to weight or volume
MATERIAL ASPECT: ENERGY				
G4-DMA	Environmentally Friendly Products, p. 13	No omissions.	✓	Management approach
G4-EN7	Environmentally Friendly Products, p. 13	No omissions.	✓	Lowering the energy requirement for products and services
MATERIAL ASPECT: WATER				
G4-DMA	Group Environmental Protection, p. 22	No omissions.	✓	Management approach
G4-EN8	Environmental performance, p. 23	Confidentiality constrains: We report on the total water volume in a consolidated manner; thus no statement regarding the abstraction sources can be made.	✓	Total water abstraction according to source
MATERIAL ASPECT: EMISSIONS				
G4-DMA	Group Environmental Protection, p. 22	No omissions.	✓	Management approach
G4-EN15	Emission protection, p. 25	No omissions.	✓	Direct GHG emissions (scope 1) We refer to the greenhouse gas CO ₂ . For the calculation, we use a fixed factor.
G4-EN16	Emission protection, p. 25	No omissions.	✓	Indirect energy-related emissions (scope 2) We refer to the greenhouse gas CO ₂ . For the calculation, we use a fixed factor.
MATERIAL ASPECT: PRODUCTS AND SERVICES				
G4-DMA	Environmentally Friendly Products, p. 13	No omissions.	✓	Management approach
G4-EN27	Environmentally Friendly Products, p. 13	No omissions.	✓	Scope of measures to combat the ecological effects of products

MATERIAL ASPECT: ENVIRONMENTAL GRIEVANCE MECHANISMS				
G4-DMA	Group Environmental Protection, p. 22	No omissions.	✓	Management approach
G4-EN34	No complaints were submitted during the period under review.	No omissions.	✓	Number of complaints with regard to ecological effects, which have been submitted, processed and dissolved by means of formal complaints procedures.
CATEGORY: SOCIETY				
SUB-CATEGORY: LABOR PRACTICES AND HUMAN WORK				
MATERIAL ASPECT: EMPLOYMENT				
G4-DMA	Employees, p. 16	No omissions.	✓	Management approach
G4-LA1	Employees, p. 16 Workforce in numbers, p. 17	Due to missing data, we are currently not able to report on new employed staff members and personnel fluctuation according to age group, gender and religion. We will collect the data until the next report.	✓	Total number of newly employed staff members as well as personnel fluctuation
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA	Employees, p. 16	No omissions.	✓	Management approach
G4-LA5	Occupational health and safety, p. 20	No omissions.	✓	Personnel represented in formal employer-employee committees with focus on occupational health and safety.
G4-LA6	Occupational health and safety, p. 20 No occupational diseases or fatalities were recorded during the period under review.	No omissions.	✓	Type and rate of injuries, occupational diseases, working days lost and absenteeism, fatalities.
G4-LA7	Occupational health and safety, p. 20	No omissions.	✓	Workers with high rate - or risk - of disease
MATERIAL ASPECT: TRAINING AND EDUCATION				
G4-DMA	Employees, p. 16	No omissions.	✓	Management approach
G4-LA9	Training and Education, p. 19	Currently unavailable: Specifying the annual number of hours spent on training and further training per employee and gender and employee category is currently not possible. We will collect the data until the next report.	✓	Average annual number of hours for training and enhanced training per employee according to gender and employee category
G4-LA10	Employees, p. 16 Work & life balance, p. 18 Occupational health and safety, p. 20	No omissions.	✓	Programmes for the permanent maintenance of employability

G4-LA11	Equal opportunities, p. 18	Currently unavailable: Detailed information regarding regular performance assessments and career planning cannot be provided. We will collect the data until the next report.	✓	Percentage of employees with regular performance assessment and career planning
SUB-CATEGORY: HUMAN RIGHTS				
MATERIAL ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISM				
G4-DMA	Values, ethics and integrity, p. 4	No omissions.	✓	Management approach
G4-HR12	No complaints were submitted during the period under review.	No omissions.	✓	Number of complaints with regard to human rights effects, which have been submitted, processed and dissolved by means of formal complaints procedures.
SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY				
G4-DMA	Holistic management, p. 10	No omissions.	✓	Management approach
G4-SO11	No complaints were submitted during the period under review.	No omissions.	✓	Number of complaints with regard to effects on society, which have been submitted, processed and dissolved by means of formal complaints procedures.
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: LABELLING OF PRODUCTS AND SERVICES				
G4-DMA	Product responsibility, p. 12 Product approval, p. 14	No omissions.	✓	Management approach
G4-PR5	Customer satisfaction, p. 15	Currently unavailable: No comprehensive surveys on customer satisfaction were carried out during the period under review. We will collect the data until the next report.	✓	Results of surveys on customer satisfaction
MATERIAL ASPECT: MARKETING COMMUNICATIONS				
G4-DMA	Product approval, p. 14 Products offered by us are not subject to public debate.	No omissions.	✓	Management approach
G4-PR6	Product approval, p. 14 No queries or concerns with regard to products were voiced during the period under review.	No omissions.	✓	Sale of forbidden or controversial products.

Imprint

G4-3
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