SUSTAINABILITY REPORT 2020

wilo

ABOUT WILO

The Wilo Group is one of the **world's leading premium providers** of pumps and pump systems for the building services, water management and industry sectors. In the past decade, we have developed from a hidden champion into a visible and **connected champion**. Wilo has around **8,000 employees** worldwide today.

Our innovative solutions, smart products and individual services move water in an **intelligent, efficient and climate-friendly** manner. We are also making an important contribution to climate protection with our **sustainability strategy** and in conjunction with our partners. We are systematically pressing ahead with the digital transformation of the Group. We are already the **digital pioneer** in the industry with our products and solutions, processes and business models.

MARKET SEGMENTS

BUILDING SERVICES RESIDENTIAL
We are a full-range supplier and customers' first choice.

BUILDING SERVICES COMMERCIAL
We are market, innovation and smart solution leader.

OEM
We are the preferred partner for smart integrated solutions.

WATER MANAGEMENT
We are global market player and digital solution provider.

INDUSTRY
We are a specialist in selected branches and applications.

NET SALES

1.45

billion euro

Despite the difficult conditions due to the pandemic and the economic situation, the Wilo Group achieved net sales growth of 1.8 percent after adjustment for exchange rate effects in the 2020 financial year.

EMPLOYEES

7,836

The Wilo Group's more than 7,800 employees are the basis for and the driving force behind its economic success. Thanks not least to its exemplary approach, the genuine solidarity and the strength of commitment of all employees, Wilo is coping with the challenges of the coronavirus pandemic extraordinarily well.

CAPITAL EXPENDITURE

120.9

million euro

The Wilo Group is continuing to make substantial investments in the future. In the past financial year, around € 121 million was invested in the construction and expansion of new and existing sales and production locations, state-of-the-art manufacturing technologies and acquisitions.

RESEARCH AND DEVELOPMENT

68.6

million euro

Research and development have always been a top priority at Wilo. In 2020 as well, it invested abundantly in the development of pioneering technologies and even slightly bettered the previous year's high level.

CONTENTS

FOREWORD BY THE EXECUTIVE BOARD

DEAR READERS,

Coronavirus has changed the world. Especially in times such as these, more than ever we look to role models in industry to take responsibility and play a crucial part in coping with the pandemic.

The Wilo Group uses innovative solutions, smart products and individual services to move the vital element – water. We use applications without which day-to-day life would be virtually impossible. Pumps and pump systems are an elementary component of critical infrastructures. They are indispensable in the running of residential and business properties, hospitals, residential homes, waterworks and sewage treatment plants. For example, a number of our products can be found among the equipment of the COVID-19 hospitals that were put up virtually overnight.

However, even during the pandemic, the importance of climate protection has not become secondary. Global warming, water shortages and extreme weather events are still questions to which answers must be found. The coronavirus crisis has merely made their urgency even plainer. It is gratifying that more and more nations around the world are defining ambitious climate targets and reiterating their commitment to the Paris Agreement. At the end of the year, Europe submitted higher climate targets to the United Nations, thereby committing itself to reducing greenhouse gas emissions by 55 percent by 2030.

Through its products, Wilo is making a significant contribution towards achieving these climate targets. Pumps account for around 10 percent of the world's electrical energy consumption. Many of them are outdated. Replacing them with efficient technologies dramatically reduces energy consumption and the associated emissions. As an innovation leader in the industry, Wilo always has been and still is an energy pioneer. Our goal is to contribute 50 million tonnes in CO_2 savings towards emissions reductions by 2025.

Digitisation is a major lever for achieving this. Wilo was quick to recognise the opportunities of digitisation as a key factor, and has invested intensively in the four dimensions of business models, processes, products and human resources. New opportunities for efficiency enhancement are being tapped thanks to innovative communications interfaces, sensor technology and smart control elements.

But we also prize climate protection at our own production sites. All our sites worldwide will be climate-neutral by 2025. At our traditional home in Dortmund, last year we relocated to the new Wilopark. It is the biggest investment project in Wilo's history and sets benchmarks in energy efficiency. Manufacturing here is already climate-neutral today.

Amongst the immense turbulence of the past year, two awards have made us especially proud: The Wilo Group was selected to take part in the United Nations' and Bloomberg's global "50 Sustainability & Climate Leaders" initiative for climate protection and sustainability.

One other particular highlight was winning the 2021 German Sustainability Award in the Climate category. This award is in recognition of our climate protection achievements to date and, above all, it honours our roughly 8,000 employees around the world. They are all climate protection pioneers at our company, which has had climate protection in its DNA since it was founded.

Global challenges such as climate change and now the coronavirus pandemic can be overcome only by working together and thinking globally. Alongside solidarity in healthcare matters, solidarity in economic matters is also the order of the day. As a political player, Wilo takes a clear stand on climate protection, energy and resource efficiency and digital transformation. Together with our international network partners, we promote future-oriented, climate-friendly solutions and proactively encourage dialogue with politics, NGOs, associations and relevant partner companies.

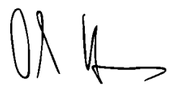
Oliver Hermes, Chairman of the Board & CEO of the Wilo Group

"We are advancing pioneering, climate-friendly solutions together with our international network partners."

Wilo is intensively involved in international political networks. Accordingly, we have defined corporate political responsibility as another objective of our sustainability strategy.

This sustainability report documents our progress in achieving our goals. We invite you to join in the active discussion and to help move the needle on sustainability and climate protection across corporate and national borders.

Stay healthy, and best wishes,



Oliver Hermes
Chairman of the Board & CEO, Wilo Group

SUSTAINABILITY STRATEGY

Overview of Wilo's sustainability goals for up to 2025

Wilo has developed an explicit sustainability strategy on the basis of its Ambition 2025 corporate strategy and the identification of key issues. The central tenet of this strategy is to provide more people with clean water while simultaneously reducing the ecological footprint. A total of 18 goals have been formulated within four action areas. Business and politics do not take place in isolation from one another, which is why this year we have integrated corporate political responsibility as a new aspect of our sustainability strategy.

WATER

We are facilitating better access to clean water for **100 million people**.

Increased provision of innovative water solutions: Annual growth rate **7.5 percent**.

Expansion of smart water systems portfolio: Annual growth rate **35 percent**.

Expansion of water programmes.

Reduction in drinking water consumption at Wilo's sites: **20 percent**.

ENERGY & EMISSIONS

We are reducing CO_2 emissions by **50 million t**.

Energy savings through high-efficiency pumps: **1.8 TWh** per year.

Increase in energy solution projects: **10,000** projects per year.

Expansion of smart products portfolio: Annual growth rate **15 percent**.

Reduction in CO_2 emissions at Wilo's sites: **Climate-neutral production**.

MATERIAL & WASTE

We are reducing the consumption of raw materials by **250 t**.

Increase in the number of reused components: **30,000** items per year.

Reduction of materials consumption: **12 t** copper per year.

Increased use of reusable packaging: **100 percent.**

Increase in recycling rate at Wilo's sites: **90 percent**.

EMPLOYEES & SOCIETY

We **act responsibly** towards employees and society.

Promotion of local capacity development: **20** new training centres.

Ensuring social compliance: **90 percent** training coverage.

Ensuring a sustainable supply chain: **100 percent** risk coverage.

Effective development programmes: **70 percent** of managers developed internally.

Strengthening the culture of diversity: **20 percent** of management positions filled by women.

Ensuring a safe working environment: **0** accidents.

CORPORATE POLITICAL RESPONSIBILITY

CORPORATE POLITICAL RESPONSIBILITY

SUSTAINABILITY STRATEGY

Description of our goals and action areas

WATER

Our strategic goal is to supply 100 million people with clean water by 2025. We will achieve this by implementing the following operating sustainability goals:

- We will increase the growth rate our innovative **water infrastructure** solutions by 7.5 percent per year. They help to supply more people with clean water.
- We will strive to grow our **smart water systems** by at least 35 percent per year, because we are convinced that connectivity, operational reliability and maximum efficiency are the key factors needed for saving more resources in the future.
- We are intensifying our commitment to **water programmes** as a sustainable water supply is possible only in cooperation with international partners.
- We will reduce **drinking water consumption** (by 20 percent to 2025) at our production sites, in particular through technologies for more efficient use, water purification and increased rainwater usage.

In this action area, Wilo will make a significant contribution to SDGs 6, 9 and 11.

→ Section starting on p. 14

ENERGY AND EMISSIONS

Our strategic goal is to reduce CO_2 emissions by 50 million tonnes by 2025. We will achieve this by implementing the following operating sustainability goals:

- We will achieve energy savings of at least 1.8 TWh per year thanks to our **high-efficiency pumps**. This will be achieved firstly due to ever greater demand for highly efficient products outside of Europe and secondly through increasingly efficient technologies. By 2025, this will result in a cumulative CO_2 reduction of over 50 million tonnes.
- We will increase the number of our **energy solutions** projects to at least 10,000 per year, as inefficient pumps will thus be systematically replaced by more efficient ones, providing a clear advantage for customers and the environment.
- We will expand our portfolio of **smart products**. Our goal is to achieve annual growth in net sales of at least 15 percent.
- We will strive to achieve **climate-neutral production** at our own sites by 2025 through efficiency measures, ecological energy procurement and investments in climate protection projects.

In this action area, Wilo will make a significant contribution to SDGs 9, 11 and 13.

→ Section starting on p. 24

MATERIAL AND WASTE

Our strategic goal is to consume 250 tonnes less material resources by 2025. We will achieve this by implementing the following operating sustainability goals:

- We will increase the **number of reused components** in our products to at least 30,000 per year. Keeping materials in circulation is the best way to conserve resources, so Wilo is investing intensively in the expansion of the corresponding processes.
- We will increase the **materials efficiency** of our products by at least 12 tonnes per year. At the moment, we are primarily looking at copper, cast and aluminium casting, which make up most of the weight of our products. New technologies will drastically reduce the amounts of materials needed.
- We will save **packaging materials**. As a first step, we are focusing on increasing the use of reusable packaging in the inbound segment, where we are aiming for a share of 100 percent by 2025.
- We will increase in **recycling rate** at Wilo's sites. By separating materials, increasing the sourcing of recyclable materials and adopting reuse systems, we are planning to achieve a rate of at least 90 percent by 2025.

In this action area, Wilo will make a significant contribution to SDG 12.

→ Section starting on p. 38

EMPLOYEES AND SOCIETY

We are committed to acting responsibly towards employees and society. We will achieve this by implementing the following operational sustainability goals:

- We will promote **local capacity development** to empower people, organisations and societies to sustainably shape their own development. Our goal is to set up at least 20 capacity development programmes worldwide by 2025.
- We will ensure global **compliance** with all applicable laws and regulations. A key requirement for this is the regular training of all employees; we are striving for training coverage of at least 90 percent.
- We are committed to a **sustainable supply chain**. Our goal is to create transparency of the entire supplier portfolio and to ensure that 100 percent of suppliers comply with the basic principles of human rights.
- We will invest in the **development** and advancement of our employees. We see the internal recruitment of our managers as one measure of success. We are aiming for a rate of at least 70 percent.
- The appreciation and promotion of individuality and **diversity** will be given special attention. One indicator for real equality is the share of women in management positions, which we want to increase to 20 percent by 2025.
- We will promote workplace **health and safety** and have embraced "Vision 0" at all Wilo sites with the goal of achieving zero accidents and zero work-related illnesses.

In this action area, Wilo will make a significant contribution to SDGs 8 and 17.

→ Section starting on p. 46

CORPORATE POLITICAL RESPONSIBILITY

"Corporate Political Responsibility" (CPR) describes the political activities of companies that use the interface between politics and business as an opportunity to help shape the socio-political framework. One of the most significant indirect economic factors is a free political environment. It forms the basis for economic success and thus business and politics cannot take place in isolation from one another. It is therefore essential that companies like Wilo also invest in stable and efficient democratic institutions, the rule of law and an informed and vibrant civil society.

We regard it as our duty to take firm action to counter political threats and regulatory deficits. This is of growing importance to our various stakeholders, whether customers or suppliers, and is expected of our employees and shareholders. We are therefore simultaneously both challenged and inspired to take political responsibility.

In conjunction with politically sustainable corporate governance, Wilo plays an active political role and utilises the interdependence of business and politics to create a public space and thereby bolster the liberal-democratic state. General issues such as stable infrastructures, multilateralism and the cohesion of the EU serve as fixed points for our CPR commitment. One example of this is the CEO declaration called into being by the UN, "A Statement from Business Leaders for Renewed Global Cooperation",

Oliver Hermes with Chancellor Angela Merkel

"Digital transformation is paving the way to a climate-neutral economy and should therefore be seen as an opportunity for more sustainability and climate protection."

Oliver Hermes

which was also signed by Oliver Hermes, Chairman of the Board and CEO of the Wilo Group.

Wilo has therefore taken a clear stance on climate protection, the efficiency of energy and resources and on digital transformation – global trends that will shape life and human society in the decades to come. Together with our international network partners, we promote future-oriented, climate-friendly solutions and proactively encourage dialogue with politics, NGOs, associations and relevant partner companies.

50 SUSTAINABILITY & CLIMATE LEADERS
A RACE WE CAN WIN

Andrey Belousov, First Deputy Prime Minister of the Russian Federation, taking part in the discussion with Oliver Hermes

Wilo stands for global cohesion

Time and again, international cooperation has been faced with new challenges in recent years. Even in Europe, conflicts have recently escalated dangerously. The coronavirus crisis has further harmed the European single market and free movement within the Schengen area. Whether due to autocracy, Brexit or right-wing populism: liberal-democratic structures are at risk. It is all the more important for companies to take a clear position and to stand up to political threats and regulatory weaknesses.

The 75th anniversary of the foundation of the United Nations in 2020 came at a time of unprecedented challenges. As a global enterprise, Wilo is aware of the necessity of working together across borders and generations in international cooperations in this context.

Sustainable development demands international solidarity. As a climate protection company, Wilo proactively participates in public debate and supports

Oliver Hermes in conversation with the Ukrainian Prime Minister Denys Shmyhal (left) and Marc Stiebing, Senior Vice President of Sales for the Mature Markets Region

"An ongoing dialogue across national borders is the foundation for international cooperation."

Oliver Hermes

DGCN Anniversary Conference on the "Decade of Action: Business leadership in challenging times" at the Allianz Forum in Berlin.

global initiatives for responsible and sustainable business practices. We are emphasising that economic success and protecting the natural foundations for life for present and future generations do not have to be a contradiction.

At the anniversary conference of the UN Global Compact and the German Global Compact Network, Wilo's Executive Board spoke with leading figures in the fields of business, civil society, science and politics about what sustainable business means in the post-coronavirus world leading to 2030, and about the ideas and approaches that are out there for achieving effective, broad-based progress in climate protection.

With its sustainable solutions, Wilo is also a role model for others, and was therefore selected as one of "50 Sustainability & Climate Leaders". As part of this campaign, the Wilo Group demonstrates how its products and solutions contribute to the fight against climate change, thereby emphasising that sustainability can play a part in economically feasible strategies.

OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

The United Nations adopted the Sustainable Development Goals (SDGs) in 2015. The action plan describes the path to more prosperity and quality of life – while consuming fewer resources. Wilo aspires to help ensure a sustainable future. We are therefore also taking responsibility for the achievement of the Sustainable Development Goals. In 2018, the Executive Board of the Wilo Group signed the UN Global Compact, thereby reaffirming our commitment. As a result of its business activities, Wilo has a particular influence on the achievement of Goals 6, 8, 9, 11, 12, 13 and 17.

SDG 6 – Clean Water And Sanitation: Our goal is to supply more people with clean water. Sustainability is firmly enshrined in Wilo's core business. In this way, we are making a substantial contribution to Goal 6, which involves expanding activities and programmes in the area of water and sanitation between now and 2030.

SDG 8 – Decent Work And Economic Growth: As a global employer, Wilo contributes to employment and economic growth in a large number of countries. Decent working conditions are just as self-evident as supporting and advancing employees worldwide.

SDG 9 – Industry, Innovation And Infrastructure: We see ourselves as an innovation leader and digital pioneer in the industry. Goal 9 involves establishing robust infrastructures and promoting sustainable industrialisation and innovation. Wilo is contributing to this goal through the use of its environmentally friendly, highly efficient technologies and its innovations in the area of digitisation.

SDG 11 – Sustainable Cities And Communities: Urbanisation is one of the key developments of the 21st century. More than half of the world's population lives in cities, and this figure is expected to rise to nearly 70 percent by 2050. At the same time, urbanisation is presenting serious challenges. Cities have an enormous ecological footprint. Wilo is using smart technologies to meet this challenge.

SDG 12 – Responsible Consumption And Production: The world's population is currently consuming more resources than its ecosystems can provide. So that social and economic development can take place within the limits of what ecosystems can handle, the way in which our society produces and consumes goods must change fundamentally. Wilo works resource-efficiently and supports initiatives to promote the circular economy. Wilo wants to continuously reduce its use of primary raw materials by expanding its infrastructure for the returning and recycling of old products.

SDG 13 – Climate Action: Climate change is a central challenge for sustainable development. The warming of the Earth's atmosphere is triggering changes in the global climate system that will make themselves felt in all areas of life. Wilo has always strived to optimise the energy consumption of its pumps. New technologies have consistently allowed it to be a market pioneer in terms efficiency. By using highly efficient pumps, Wilo is helping pumps to use less energy and thus emit less CO_2 when running.

SDG 17 – Partnerships For The Goals: The only way to achieve the sustainability goals is by working together. Companies, governments and other organisations will have to work together in order to increase the impact of their respective contributions. For Wilo, partnerships are an essential function of business success. The expertise gained from working in networks is also used to collaborate on sustainability issues.

WATER

WE ARE FACILITATING BETTER ACCESS TO CLEAN WATER FOR 100 MILLION PEOPLE

WATER INFRASTRUCTURE

We are improving access to clean water

The uninterrupted supply of clean water for drinking, for agriculture and for industry is one of the greatest challenges of the future. Our goal is to offer innovative solutions to these challenges with an average annual growth rate of 7.5 percent, thereby improving access to water for more people.

We understand water infrastructure as all products related to the water cycle: from raw water extraction and water supply to sewage removal and treatment. Sustainable water management does not just focus on the production and supply of drinking water. The disposal and treatment of sewage are also of central importance. They help to manage the valuable resource of water efficiently and to avoid increased contamination.

Wilo products for critical infrastructures

In the year under report, the difficulty in global economic development triggered by the coronavirus crisis caused a 5 percent decline in net sales of products and solutions in the area of water infrastructure projects as against the previous year. In numerous countries, infrastructure projects were delayed or stopped and there were also delays in new public tenders. Wilo products, systems and solutions are used in applications without which day-to-day life would be virtually impossible. Our production sites were therefore classified as systemically relevant in a number of countries. Wilo serves critical infrastructures whose ongoing operation takes on particular importance in times of crisis. This applies in particular to ensuring the water supply, but also to the functioning of the buildings and facilities on which our society urgently depends. For example, a number of Wilo pumps can be found among the equipment of COVID-19 hospitals, for instance in Nur-Sultan, Kazakhstan (see page 17).

Wilo products for a better water supply

In a number of regions of the Middle East and Asia, the past year saw a rise in public-sector projects being initiated and implemented to overhaul or improve the water supply for the population. The key factors driving this are the growing shortage of drinking water and the necessity of modernising outdated and inefficient supply systems. All over the world, Wilo is intensively committed to these projects and thereby contributing towards a sustainable improvement in living conditions. One prime example is the Greater Matale Water Supply Scheme in Sri Lanka. Supported by the National Water Supply and Drainage Board, the water supply system for a region was built as part of a holistic approach. Together with local partners, an entire supply network from raw water intake to water transport to sewage reclamation was created. More than 350,000 people are benefitting from this.

Innovation for the digital future

Last year, we presented a number of product innovations at the digital trade fair. Due to the corona crisis many international trade fairs were cancelled. But Wilo turned this into an opportunity, and became the first company in the sector to develop a digital trade show. This made it possible to present the various innovations and to establish a dialogue – digitally – with customers and partners.

Digital Wilo trade show Link.

An outstanding innovation for 2020 was the Wilo-Atmos Tera-SCH. This pump is Wilo's solution for pumping large volumes of water through extensive pipe networks. Thanks to its completely redesigned hydraulic system, it guarantees reliable continuous operation with reduced energy costs. The Wilo-EFC frequency converter allows precise pressure control in pipelines or the distribution network, which greatly reduces the risk of leaks.

Abionik – Water treatment expertise

For many years, Wilo has been intensively committed to improving the water supply and is continuously investing in the expansion of its product portfolio in this field.

We took another step on this journey in December of last year and signed an agreement to acquire all shares in ABIONIK Group GmbH. The Abionik Group is a German clean-tech group with high-quality products for water, sewage and air treatment. It thus adds innovative solutions and new applications to Wilo's existing portfolio and thus contributes towards one of the most important sustainability goals: supplying more people with clean water.

Key sustainability indicator	2018	2019	2020
Average annual growth rate (%)	9	5	**-5%**

The **Wilo-Atmos TERA-SCH** axially split case pump ensures a reliable water supply all year long.

Reference

COVID-19 HOSPITAL

Nur-Sultan, Kazakhstan

In April 2020, the Kazakhstan government ordered the construction of a hospital for patients suffering from COVID-19 in its capital Nur-Sultan. The hospital, which has an area of around 7,000 square meters, was built in just 13 days. Up to 100 patients can be treated with ventilation equipment at the same time. The entire construction operation was carried out in accordance with the requirements of the World Health Organization. Wilo was able to swiftly provide the pumps needed to ensure the hospital's water supply within the challenging delivery window.

COVID-19 hospital in Nur-Sultan, Kazakhstan

State-of-the-art ventilation equipment can be used to treat up to 100 patients simultaneously

SMART WATER SYSTEMS

Smart systems for the water supply of the future

When we talk about smart water systems, we mean pump systems for water management that have extensive control electronics and a high level of connectivity. This enables an intelligent connection between users and individual components of the water cycle, and is the key technology for future efficiency enhancements. Our goal is to launch smart solutions with an average annual growth rate of 35 percent smart solutions to meet the growing challenges of a sustainable water supply and climate protection.

Despite the coronavirus crisis, we further expanded our smart product portfolio in the past year and achieved an increase of 50 percent. The key drivers for this are firstly smart pressure-boosting systems, such as the Wilo-SiBoost Smart Helix EXCEL, which ensures a reliable and efficient water supply. Secondly, there is a great deal of potential in smart sewage products that solve complex problems of modern sewage management. One stand-out example is the Wilo-Rexa SOLID Q series, which expanded its hydraulics portfolio accordingly last year.

Sewage management 4.0

When it comes to planning and operating sewage pumping stations, the challenges of the future are already here, and have been for some time. The share of solid matter in sewage is rising all the time though sewage volumes are declining. The systems, often outdated, are operating at their limits, which makes pump malfunctions and failures inevitable. This is resulting in high maintenance costs and poor energy efficiency. Smart products such as the Wilo-Rexa SOLID-Q are the answer to this challenge. The pump can be easily integrated into existing systems thanks to smart interfaces and connects the individual components. State-of-the-art sensor technology detects clogging and automatically regulates the rate of flow. Thanks to integrated control intelligence, the system can respond smartly to changes in the environment and does not require any physical support from the operator. This simultaneously guarantees maximum operational reliability combined with high energy efficiency.

Innovation for the digital future

As a digital pioneer in the industry, we have focused closely on digital communication and training for our smart product technologies in the past year. Our Wilo engineers and our customers and partners around the world learned about our new product systems and the various control options in webinars and e-training sessions. There were more than 8,000 internal training sessions at Wilo alone. Webinars on dimensioning and controlling smart products were especially popular among our customers.

Key sustainability indicator	2018	2019	2020
Average annual growth rate (%)	300*	62	**50**

*Market launch

Wilo-Assistent App

We expanded our Wilo-Assistant app to meet these requirements. The new design and intuitive user guidance provide even better support in day-to-day work. New functions and connective solutions have broadened the existing range offered by the Wilo-Assistant app. Above all, users can find support for planning, installation and commissioning, remote control and maintenance to fully leverage the energy-saving potential of our smart water systems.

Reference

HAMBURG WASSER

Hamburg, Germany

The ratio of solids and fibrous material in sewage is rising all the time, as a result of which pumps can easily clog and break down, like in Hamburg's Billstedt district. The solution is intelligent: Wilo-Rexa SOLID-Q with Nexos Intelligence, the smart submersible sewage pump from Wilo. It guarantees the operator HAMBURG WASSER the utmost operational reliability and energy efficiency. The pump is compatible with existing systems, it is easy to network and can be monitored remotely. It also features automatic clogging detection. All these features combined add up to an extraordinary system efficiency in excess of 90 percent.

The **Wilo-Rexa SOLID-Q** is a submersible sewage pump for pumping untreated sewage. Its self-cleaning hydraulic properties in combination with automatic cleaning cycles reduce service requirements and increase operational safety. The system significantly reduces energy costs thanks to its high hydraulic efficiency in combination with high-efficiency permanent-magnet motors.

Reference

MATI MATI

Pebane, Mozambique

Climate change is already palpable in Pebane, Mozambique. The ongoing drought is forcing many of the people who live there to cover several kilometres on foot to ensure daily access to water. In the East African country, more than half of the rural population has no access, or only limited access, to clean water. Together with ENTERIA and other partners, Wilo got involved in a pilot project for an ongoing and sustainable water supply. The idea behind this pilot project is to convert sunlight into electricity and electricity into water. A sustainable energy supply and fair drinking water extraction and distribution therefore go hand-in-hand in Pebane. For every kilowatt hour of energy shared in the cloud, ENTERIA buys a litre of water from the “Mati Mati” project. As part of this project, a solar well went online in the spring of 2020. It uses a Wilo pump to pump 25,000 litres of ground water in a ten-metre water tower every day. Using a chip card that can be topped up, residents can draw free and pre-filtered fresh water at eight dispensers throughout Pebane. The excess water is used for agricultural irrigation.

Water tower in Pebane, Mozambique

WATER PROGRAMMES

Shaping sustainable water management within global partnerships

Around 1.8 billion people live in regions with water stress, and 2.3 billion have no access to sanitation. More and more extreme weather events are causing either flooding or droughts around the world. Global population growth, urbanisation and climate change are exacerbating the situation all the time.

A sustainable approach to water is not just a question of environmental protection, health or social justice. In central economic areas as well, such as infrastructure, industrial production and agriculture, sustainable water management also plays a crucial role.

Our strategic objective of expanding water programmes focuses on making a contribution towards comprehensively improving the water supply in the world’s south in joint projects with international partners. Our commitment to these programmes therefore goes far beyond just product application. Rather, it is about establishing a holistic approach: from involving local groups, to integrating them into existing structures, to building the skillsets needed for sustainable management to ensuring employment in the regions affected. All these elements together make up a water programme.

Global water partnerships

Our goal is to significantly increase our activities in global water partnerships. We firmly believe that this is the only way to achieve a sustainable improvement in living conditions and ensuring that people can safely access clean water.

All over the world, we work with key partners such as the German Society for International Cooperation (GIZ), local chambers of commerce, regional chambers of commerce and industry and embassies. This enables and facilitates access to local governments and public institutions and projects, entirely in the spirit of international cooperation.

As a member of the German Water Partnership, we are represented in various regional and state forums and in multiple working groups. Within our global water partnerships, we work in concert with other players in the water industry to do something about climate change – using proven expertise and new technologies.

Water programmes in 2020

A highlight among water programmes in the past year was the Narmada Malwa Gambhir Link Project in India. The government of Madhya Pradesh granted approval for the project as part of the national water action plan to connect the rivers in the Malwa region with the Narmada. If necessary, the Yashwant Sagar reservoir near Indore will therefore be filled during the monsoon season.

Wilo’s contribution included 36 pumps distributed across four pumping stations. The entire network consists of a pipeline 60 kilometres long with a diameter of three meters, another 147 kilometres of pipelines and more than 700 kilometres of distribution lines. The use of high-efficiency pumps reduces total energy requirements from 85 MW to 77.5 MW.

The programme will create irrigation systems for 158 villages over an area of 50,000 hectares in the districts of Indore and Ujjain. Moreover, there will now also be water for industry and a drinking water supply in a region affected by water shortages. Training the necessary operational and maintenance staff contributes to the employment situation and thereby helps to ensure a sustainable improvement of living conditions.

WATER IN PRODUCTION AND PROCESSES

Responsible management of water resources

Supplying more people with clean water is at the heart of Wilo's sustainability strategy. We are also committed to the responsible management of this valuable resource responsibly at our own sites. Our goal is to consume 20 percent less water, compared to the reference year, by 2025.

After a positive development in the first two years, absolute water consumption increased by 5 percent from around 89,000 m³ to 94,000 m³ in the past year. This is as a result of increased requirements at multiple locations that water savings measures taken at other sites were unable to compensate. The dry and warm summer required additional watering, more frequent water changes were needed at test rigs and the corona-virus hygiene measures, in particular the frequent flushing of pipes, also contributed to increased con-sumption.

50,000

litres is the capacity of the Wilopark rainwater utilisation system

Key sustainability indicator	2018	2019	2020
Consumption (m³)	93,130	88,792	**94,188**
Water consumption per employee (m³/employee)	15.0	14.7	15.9

Water management at the new Wilopark

Wilopark went into operation at our headquarters in Dortmund in 2020. A rainwater utilisation system with a capacity of more than 50,000 litres provides the water to flush toilets in parts of the new factory. In the next step, this system will be expanded and used to water outdoor areas as soon as they are complete. The reservoir is also connected to the roof drainage and drains the storage canal. Excess rainwater is directed through the vegetation on the roof and thus naturally reaches local watercourses. More than 40 water metres provide information on consumption at relevant points in the factory to enable active water management. Wilopark's "Pioneer Cube" office building also has gold standard LEED certification. It helps contribute to efficient water management with modern economy fittings and flow limiters that minimise the consumption of fresh water. Furthermore, the roof also has exten-sive vegetation, which reduces the amount of rainwater that makes its way into the public system.

ENERGY AND EMISSIONS

WE ARE REDUCING CO_2 EMISSIONS BY 50 MILLION TONNES

HIGH-EFFICIENCY PUMPS

High-efficiency technology for climate protection

A considerable portion of global energy consumption is caused by electric pumps. We are aware of the enormous potential of efficient technology and want to spread this more widely in the interests of climate protection. This is why we consider ourselves to be a climate protection company. Our goal is to save 1.8 TWh of electricity per year by using high-efficiency pumps.

Wilo supplies highly efficient technology for all areas of application in building services, water management and industry. The focus is on maximum reliability and energy-saving, reliable operation. High-efficiency pumps are electronically controlled and adapt to the system's actual requirements. A special drive, the permanent magnet motor, forms the basis of the energy-saving potential of Wilo's high-efficiency pumps. A pump with this technology consumes up to 80 percent less electricity than a comparable uncontrolled pump.

In 2020, we even surpassed this goal with our high-efficiency pumps and achieved global energy savings of around 1.9 TWh. This figure is the electricity saved by using high-efficiency pumps compared to the corresponding uncontrolled previous models. The positive result was essentially thanks to OEM products, which experienced strong growth in demand in the second half of the year. Generally, the global trend towards increased investment in climate protection technology is still ongoing. Even during the coronavirus crisis, significant progress was made and inefficient pumps were replaced by energy-saving products.

Sustainable OEM solutions

Our OEM solutions make a significant contribution to climate protection. More than four million highly efficient OEM products were sold worldwide in 2020. In this market segment we offer bespoke, innovative solutions that centre around the customer. Our long-standing expertise covers HVAC, firefighting, wind power and clean water treatment, for the industrial, commercial and domestic sectors. Our knowledge of the OEM segment and many years of expertise in electronics and motor technology enable us to offer state-of-the-art solutions adapted to any systems in a wide range of applications.

In addition to the comprehensive customer service provided by our expert OEM team, our solutions help contribute towards efficiency enhancement, resource conservation and the decarbonisation of our customers' products.

80%

drop in electricity consumption by using a pump with high-efficiency technology

One outstanding example of this is our Wilo-Para R. The glandless circulator pump is suitable for heat pump systems of all kinds, and for cooling and geothermal applications. The Wilo-Para R is designed so that the circulation chiller does not become a potential source of fire in the event of a leak. The pump has high corrosion protection, an electronics box protected against any fire and a terminal box made from self-extinguishing materials. The Wilo-Para R is therefore ideal for using propane as a refrigerant gas. While propane is slightly more flammable than conventional gases, it has significantly lower greenhouse gas potential. The built-in high-efficiency motor also features a self-protection mode and automatic power adjustment. A variety of control electronics also facilitates the easy viewing of data such as operating status, flow, speed, delivery head and power consumption. With an energy efficiency index (EEI) of ≤ 0.20, the pump is also extremely energy-efficient. This truly makes it a climate protection product.

Our OEM solutions make a significant contribution to climate protection.

Service life test of highly efficient OEM-pumps in Aubigny, France

Key sustainability indicator	2018	2019	2020
Energy savings (in TWh) thanks to high-efficiency products	1.81	1.77	**1.89**

The **Wilo-Para R** is suitable for heat pump systems of all kinds. With an EEI ≤ 0.20, it is our climate protection product for the OEM segment.

Reference

MUNICIPAL INFRASTRUCTURE

Bad Hersfeld, Germany

The town of Bad Hersfeld replaced old pumps in municipal buildings for highly efficient Wilo pumps in a big way. 60 new Wilo pumps in a total of 24 municipal buildings are now operating at high efficiency – from the town's library to its kindergartens and multipurpose halls. And more are set to follow. The town now saves 29,000 kWh of electricity and more than 17 tonnes of CO_2 per year.

In use: the Wilo-Stratos PICOplus

Savings of around 29,000 kWh translate into roughly 17 tonnes of CO_2

ENERGY SOLUTIONS

Our environmental pledge

The majority of all pumps in use worldwide are technologically outdated. Vast potential for energy and CO_2 savings can be achieved by replacing old, uncontrolled pumps with modern, highly-efficient pumps. Our goal is to implement 10,000 energy solution projects per year.

Despite everything that was going against us, we were able to carry out around 7,510 projects in 2020. The coronavirus crisis restricted the possibilities for the proactive analysis of existing systems in almost every country. Resources were reduced on the one hand while, on the other, the necessary hygiene measures often did not allow an on-site inspection. However, a full decentralised analysis and tender are not yet always possible. This encourages us to continue digitising our products and services.

7,500

Energy Solutions projects implemented

Wilo-Energy Solutions

Wilo-Energy Solutions is part of our service range, which covers the entire life cycle of our products. This enables optimum energy efficiency with smooth and low-maintenance operation. In addition to the energy efficiency of the motors, the design of the pump system also plays a key role for energy-saving potential. This potential cannot be fully tapped without the right sizing.

Our holistic service range

With **Try & Buy**, customers can make see for themselves that the product operates efficiently and is reliable.

Wilo-Energy Solutions advises customers to proactively replace uncontrolled pumps with high-efficiency pumps. This has an economic and a sustainable effect at the same time. Replacing a pump can save up to 90 percent of the end-user's electricity costs. The reduction of the electricity requirement also leads to CO_2 savings and thus contributes to the development of a climate-neutral economy.

WiloCare guarantees a monthly assessment of the current condition of our products in operation. Customers receive information on energy consumption, optimisation measures and upcoming scheduled maintenance. This allows optimum adjustment for greater reliability and lower energy consumption.

We expect to see rising demand for our energy solutions service in the year ahead. The climate protection debate only briefly became secondary. More and more organisations are setting climate targets and thus striving to improve their energy balance. We will be able to make a central contribution here with our energy solutions.

Digital, secure, professional – the Wilo-Live Assistant.

Wilo-Live Assistant

As a digital pioneer in the pump industry, in 2020 we launched a service that creates significant value added for our customers and that is also a sign of our commitment to sustainability: the Wilo-Live Assistant.

The Wilo-Live Assistant enables Wilo experts to provide the customer assistance in a boiler or utility room by video transmission – live and in real-time. Through the customer's smartphone, Wilo employees can see the Wilo products as they are being used. Numerous digital communication tools, such as marking settings or transferring videos and drawings, allow the Wilo employee to provide the best possible assistance in determining and rectifying problems.

This service was already used more than 2,000 times and in over 50 countries in the past year. More than 80 percent of the cases were conclusively resolved, which meant that technicians no longer had to go out themselves. This clearly illustrates the great potential in terms of time and costs, but also for the environment: depending on the location, the CO_2 savings are enormous. More than 50 tonnes of CO_2 emissions were saved in 2020.

In 2020, Wilo launched a ground-breaking concept for mobile services: the Wilo-Live Assistant.

Key sustainability indicator	2018	2019	2020
Energy solution projects completed	8,381	10,159	**7,509**

Reference

LAND OF LEGENDS

Belek, Turkey

The Land of Legends theme park in Belek near Antalya is one of the biggest leisure and water parks in Turkey. It uses various Wilo products such as the Wilo-Stratos GIGA, the Wilo-Helix V, the Wilo-Helix EXCEL, the Yonos MAXO and the Wilo-RexaLift to meet its many sophisticated demands. A key factor that led to Wilo being selected was the fact that Wilo products are not only efficient, but also have a long service life, require low maintenance and are just as sustainable as they are economical.

Wilo-Yonos MAXO

Fun in the water with Wilo technology: the Land of Legends

SMART PRODUCTS

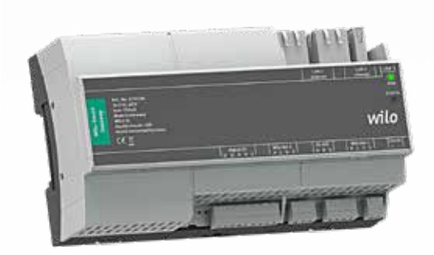
Utilising digitisation as an opportunity for climate protection

The trend towards digitisation and the emerging opportunities for further efficiency enhancement are making smart systems solutions an essential tool in slowing climate change. Wilo is therefore investing in the development of smart products and aiming for an annual growth rate of at least 15 percent.

We define smart-pumps as a category of pumps that goes far beyond our high-efficiency pumps or pumps with pump intelligence. The combination of cutting-edge sensor technology and innovative control functions, bi-directional connectivity, software updates and excellent user-friendliness make a pump a smart pump.

The Wilo-Stratos MAXO has been successfully established as the successor to the Stratos product series and achieved remarkable growth in the past year. Furthermore, we launched other smart products that allowed us to easily outperform the year-on-year net sales growth average target, achieving a figure of 141 percent. This success and the acceptance among customers confirm that demand for smart products is still on the rise. Wilo is therefore continuously investing in equipping products for heating and cooling technology applications, and for water supply and disposal, with smart controls.

Last year, we reached a key milestone in expanding our digital range with the Wilo-Smart Gateway.



The **Wilo-Smart Gateway** is a key component for Wilo-Smart Connect, our technical platform for a new dimension in digital solutions. The Wilo-Smart Gateway makes Wilo pumps a fixed component of the Internet of Things (IoT).

Innovation for the digital future

Last year, we reached a key milestone in expanding our digital range with the Wilo-Smart Gateway. Once connected to the Wilo-Smart Gateway, any pump can be controlled online. Data are recorded in the Wilo-Smart Cloud and operating conditions are passed on so that they are under the user's control at all times.

Thanks to the Wilo-Smart Gateway, Wilo's customer service, fitters and operators can achieve a high level of application efficiency, operational reliability and availability. This means that faults can be identified, analysed and resolved immediately, that optimisation is possible at any time thanks to a comprehensive database and that unnecessary travel can be avoided.

A stand-out product innovation of the past year and an excellent example for the expansion of our smart product portfolio is the Wilo-Rexa SUPRA-V with Digital Data Interface (DDI). High energy savings and convenient digital operation make it the ideal pump for sewage management. The pump combines best possible/optimal hydraulic efficiency with highly efficient motors and integrated digital networking capability. This results in minimal operating costs combined with high operational reliability and a state-of-the-art communications connection. The Wilo-Digital Data Interface enables convenient remote monitoring and control/analysis without having to be there. This saves on both costs and travel.

Key sustainability indicator	2018	2019	2020
Average annual growth rate (%)	–	–*	**141**

*Market launch

The **Wilo-Rexa SUPRA-V** with Digital Data Interface (DDI) combines the best possible/optimal hydraulic efficiency with highly efficient motors and integrated digital networking capability. This results in minimal operating costs combined with high operational reliability and a state-of-the-art communications connection. This makes it the ideal pump for sewage management.

Reference

MODERNISATION

Prague

As part of an extensive modernisation project, we successfully equipped several buildings in the city of Prague with our smart products last year. In total, old pumps were replaced with Wilo pumps from the Wilo-Stratos MAXO, Wilo-Stratos MAXO-Z and Wilo-Stratos GIGA-D series in six municipal facilities. The main selection criterion was the innovative Dynamic Adapt plus function, which enables additional savings compared to other modern pumps. Another necessary requirement was the ability to connect to a building automation system and thus control the entire system. The results speak for themselves: total heating consumption in buildings was reduced by 11 percent and water consumption by 20 percent. Power consumption was halved. Over the total lifetime of the project, the smart pumps will save up to 37,615 tons of CO_2 equivalent.

EMISSIONS IN PRODUCTION AND PROCESSES

Climate-neutral production

Wilo is a climate protection company. Being selected as one of the world's "50 Sustainability & Climate Leaders" and winning the German Sustainability Award in the Climate category simultaneously both challenge and inspire us. The goal is to make our 15 main production sites around the world carbon-neutral by 2025.

In the first step, we analyse the Scope 1 and 2 emissions in accordance with the Greenhouse Gas Protocol. This essentially means the emissions arising due to the consumption and sourcing of primary energy. A Group-wide strategy was devised and communicated in the past year. This is based on a regional approach and includes the central measures of controlling energy efficiency, purchasing green electricity and compensating for the remaining emissions on the basis of a gold-certified compensation project.

The four production sites at our head office in Dortmund became climate-neutral in 2020. The new smart factory in particular accounts for a lot of this: the absolute energy savings compared to the old factory building are around 30 percent. The power supply has been based on green electricity for years already, and requirements are now also covered by our own photovoltaic system. The remaining approximately 3,000 tonnes of CO_2 are compensated by a gold-certified project in Malawi that improves the local drinking water supply by maintaining wells. TÜV Rheinland checked and confirmed that the data were complete and correct; Wilo thus received the "climate-neutral company" mark of conformity.

TÜVRheinland® ZERTIFIZIERT
Corporate Carbon Footprint
Klimaneutral
Regelmäßige Überwachung
www.tuv.com
ID 0000078188

Energy efficiency

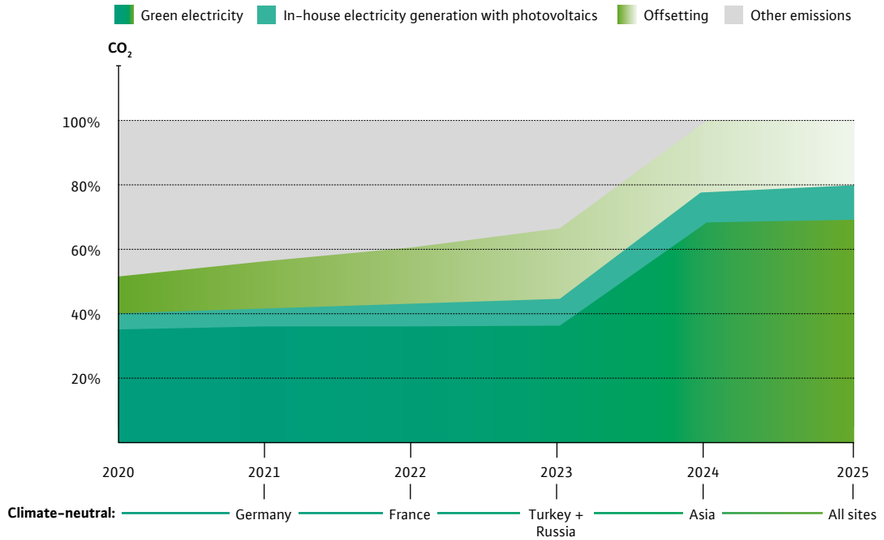
The most important lever for climate neutrality is enhancing energy efficiency. Wilo's goal is to carry out energy efficiency projects every year that achieve energy savings of at least one percent as against the previous year. The projects initiated last year are having the desired effect: In 2020, they generated energy savings of 1,032 MWh or 1.3 percent of the previous year's consumption.

	2018	2019	2020
Absolute energy consumption (MWh)	75,935	73,720	**69,693**

	2018	2019	2020
Absolute CO_2 emissions (t)	17,311	16,620	**15,431**

	2018	2019	2020
Relative CO_2 emissions (kg/net sales)	11.64	11.09	**10.63**

	2018	2019	2020
CO_2 savings thanks to the use of green electricity (t)	11,393	10,877	**10,656**



Total energy consumption at all Wilo production sites throughout the Group amounted to 70,053 MWh, a reduction of 5 percent as against the previous year. Other than the moderate winter, a key factor in this was the new Wilo site in Dortmund. The efficiency measures described above also make an essential contribution, such as the photovoltaic system in Kolhapur, India, or the compressed air project in Laval (see below). Accordingly, total CO_2 emissions at Wilo production sites were reduced by 7 percent from 16,620 to 15,431 tonnes.

Using heat efficiently

A remarkable project to enhance energy efficiency was implemented at our production site in Laval in the past year. The potential of the existing compressed air generation system was identified and leveraged. The compressed air generation system is located close to the site's heat generator. As around 85 percent of the electrical energy used to generate compressed air is lost as heat, the plan was to use this waste heat to heat the factory building moving ahead. The new add-on system consists of heat exchangers and a pipe system with a Wilo-Stratos MAXO pump. The results are remarkable: the new set-up allows energy savings of 350 MWh per year, which corresponds to the equivalent of around 90 tonnes of CO_2.

Using heat from compressed air generation at the production site in Laval, France

HYDROGEN – A SMALL MOLECULE WITH BIG POTENTIAL

Wilo offers products and solutions for generating, storing and distributing the energy source of the future – there is a great deal of potential for the company and climate protection.

Ways to efficiently store, transport and distribute CO_2-free energy will be needed for the global energy transition to succeed. Green – CO_2-free – hydrogen is an ideal solution. There are different ways of producing hydrogen. To use it as a clean form of energy, it has to be generated by the electrolysis of water using only electricity from renewable sources, meaning that the resulting hydrogen is carbon-neutral. Wilo already has numerous products and solutions in its portfolio that can be used in the first stage, i.e. generation and storage, from reverse-running pumps for driving hydropower generators and pumps for cooling circuits in wind turbines through to rotor drive actuators for these turbines. And as hydrogen makes its way to the end user, there are further wide-ranging possibilities for using Wilo's products, solutions and services, including in areas such as fuel cell technology.

HOW HYDROGEN MOVES ALONG THE VALUE CHAIN

THE COLOURS OF HYDROGEN

GREY HYDROGEN
is obtained from fossil fuels and intensifies the greenhouse effect.

BLUE HYDROGEN
is grey hydrogen whose CO_2 is separated during production and stored, meaning it is only partially carbon-neutral.

GREEN HYDROGEN
is produced by the electrolysis of water using only electricity from renewable sources. Green hydrogen is CO_2-free.

YELLOW HYDROGEN
is generated using nuclear power.

TURQUOISE HYDROGEN
is produced by methane pyrolysis and is only partially carbon-neutral.

MATERIAL

WE ARE REDUCING THE CONSUMPTION OF RAW MATERIALS BY 250 TONNES

REUSE OF MATERIALS

The best recycler is the manufacturer itself

We believe that economical and ecological product recycling can only be controlled by the manufacturer itself. Our primary objective is therefore to continuously increase the reuse rate of components and materials in order to conserve resources to the greatest possible extent.

Our own goal is to reuse at least 30,000 products/components per year. We even outperformed this target in 2020, reaching around 37,960 by expanding and optimising processes.

In our analysis, all internal and external product returns undergo an extensive analysis process at the repair & recycling centre. The products/components are then professionally repaired, reused or recycled. In addition, all analysis results are used to develop and optimise our products.

To date, most of the potential for reuse has been generated from internal processes. It is therefore particularly important for Wilo to step up its efforts to recover old products from the market.

Sustainable recovery of old pumps

As a manufacturer, we take responsibility for our products – even after they are no longer in use. Thanks to the recycling awareness of our product design, the potential recycling rate for a Wilo pump is almost 100 percent. However, the effective recycling of old pumps is possible only in cooperation with wholesalers, specialists, recycling companies and the manufacturer itself, as logistics processes also have to be taken into account in addition to technical issues.

Key sustainability indicator	2018	2019	2020
Number of reused components	32,000	45,774	**37,961**

Building on the “HeizKreis” research project, which tested processes for voluntarily returning old pumps with various network partners, last year we successfully established the first steps in implementation. The project is already underway in the Netherlands with the partner Rensa. In North Rhine-Westphalia we are working with our partner TSR Remondis and the Pietsch Group. A Germany-wide roll-out of the project is currently being implemented.

23,000

Keeping magnets in circulation

European Raw Materials Alliance

Wilo has joined the European Raw Materials Alliance (ERMA) to boost our sustainable approach. Created by the European Committee on 29 September 2020, ERMA is primarily concerned with guaranteeing a secure and stable supply of raw materials and ensuring the efficient handling of raw materials resources in accordance with the European Green Deal. The focus is on recycling and reuse. Together with partners, various projects are intended to resolve dependencies and to establish a sustainable competitive economy that uses resources efficiently and carefully.

Old devices being collected by our partner TSR

Rare earth recycling

Rare earth requirements are rising steadily as they serve as the basis for a large number of energy-efficient products. Built into permanent magnets, rare earth elements form the basis of the energy-saving potential of our products. They only account for a small percentage of the total weight of a pump, but nonetheless we pay them special attention as they particularly affect sustainability due to the critical environmental impact of raw materials extraction.

Scrap produced during the production process is fed directly back into the same materials cycle. This enables a pro-recycling design that allows the magnets to be removed from a rotor pack and used again. More than 23,000 magnets were recovered this way in 2020 alone. However, there is far greater potential in removing and processing magnets from old pieces of equipment. As a result of our initiative to recover old equipment (see above), we are forecasting significant volume growth – and that we will receive rare earth that would otherwise be lost as electronic scrap.

In cooperation with a world-leading rare earth recycling company, last year we successfully established a standard for processing magnets from returned old products. This ensures that the resources are reused and remain in the cycle.

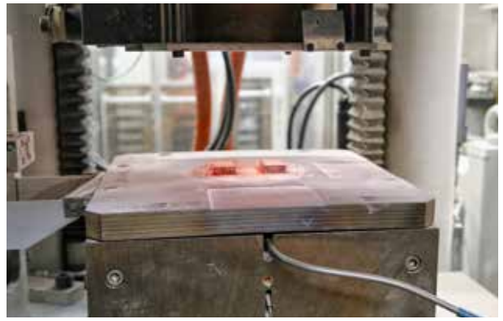
We have also initiated a pilot project with the company Heraeus and the Fraunhofer IWKS to enable recycling in our high-efficiency pumps. The aim of this project is to take processes for the recycling of rare-earth magnets that have been optimised at laboratory scale to the industrial pilot scale. As rare earths (in this case neodymium) are used in magnets as alloys with other metals (iron, boron), recycling at element level is highly energy-intensive. We therefore use a recycling approach in which the alloy is retained, allowing cost savings as well as substantial energy and CO_2 savings. The result is a high-quality magnetic powder from secondary raw materials that we can reuse directly.

MATERIALS EFFICIENCY

Responsible management of materials resources

We strive to use materials resources as sparingly as possible when manufacturing our products. A figure that we focus on especially here is copper savings. Thanks to technological advancements, the use of copper per pump has been steadily reduced over the years. Our goal is for annual savings of 12 tonnes compared to the respective previous models. Parallel to this, we are also looking at reducing the use of other materials such as iron or aluminium.

We saved 15.7 percent of copper in the past year. The consumption of electrical sheet (lamination (120 metric tons)) and aluminium (15.8 metric tons) was also reduced accordingly. A key driver for this development is the expansion of our product portfolio. Last year saw the launch of the Wilo-Stratos GIGA 11-22kW, a high-efficiency product distinguished by energy efficiency and low materials requirements.



Block magnet production by hot pressing

Metal powder from magnet alloy

Responsible magnet production

The responsible management of environmentally critical resources is one of our key objectives alongside materials savings. In particular, we are interested in rare earth, as it is an indispensable component of our high-efficiency technology.

Rare earth is the basis for a large number of key technologies for sustainable development, and is one of the most sought-after raw materials in the world. Forecast requirements are rising all the time. It is used in magnets and, as a motor component, is a basic requirement for our high-efficiency products. We thus pay particular attention to the conservation of resources when extraction, processing and preparing this material.

Wilo decided to establish its own magnet production in 2013. In addition to increased flexibility and independence, expertise, protection and sustainability were key factors in this decision. On the one hand, this guarantees import independence while, on the other, it ensures the responsible management of the material during production.

We currently produce around half of the magnets we require in-house. There are basically two types of magnet: ring magnets for smaller glandless products and block magnets for larger glandless pumps and glanded pumps. We use neodymium as the raw material for both types. Neodymium is an example of a “light rare earth”, and is therefore less critical in terms of environmental impact than the heavy rare earths such as dysprosium. In consultation with our suppliers, it is important to us that the raw material comes from officially approved mines only.

Magnet production at the Dortmund site

The production process itself conserves resources, as we use a hot pressing process for block magnets, which allows production at close to the final dimensions. An almost complete magnet is produced in the first pass. Time-consuming grinding and the associated materials wastage is thereby avoided.

Internal production scrap is treated and reused directly in-house. This enabled us to keep more than 20,000 magnets in circulation in 2020. In future, we intend to increase the share of recycled magnets from old products significantly so as to reduce primary raw materials consumption (see p. 40). In doing so, we benefit from the pre-recycling design of our products.

Key sustainability indicator	2018	2019	2020
Copper savings (t)	13.6	8.2	**15.7**

The **Wilo-Stratos GIGA** 11-22kW is a product that achieves greater energy efficiency than its predecessor model with significantly lower materials consumption.

SUSTAINABLE PRODUCT PACKAGING

Secure product transport with reduced ecological footprint

Packaging is essential for protecting, shipping and delivering products. Packaging alternatives therefore always have to ensure that products are not damaged and can be returned if necessary. To reduce environmental impact at the same time, we always analyse reusability, reduction or substitution and recyclability when selecting packaging variants. Our long-term goal is to use 100 percent reusable packaging.

In 2020, we further increased the share of reusable packaging for semi-finished products, mainly in intralogistics, and achieved a level of 100 percent. Standardised reusable containers facilitate the flow of materials in the production processes on the one hand, while also avoiding disposable packaging and thus waste on the other. The widespread RL-KLT standard is mainly used. To guarantee optimum product protection and perfect handling within the production and logistics processes, reusable inlays – which are highly durable, easy to clean and can be recycled at the end of their life cycle – are also used for some materials. Wilo's customised reusable packaging not only makes a valuable contribution to sustainability, but is also an essential resource along the multi-plant supply chain.

To keep the flow of materials as efficient as possible, we arrange for our suppliers to deliver goods in reusable packaging wherever possible to avoid painstaking repackaging. 31 percent of inbound items were delivered using reusable systems in 2020. Reusable packaging is not an option for around 40 percent of these items as they are delivered from countries outside the EU or because a technical or organisational solution is not possible. As an issue, reusable packaging is now also taken into account in sourcing inquiries to potential suppliers for new items, with the result that optimised packaging solutions are already being found early in the product life cycle.

Key sustainability indicator	2018	2019	2020
Reusable packaging (%)	77	85	**100**

Packaging optimisation in outbound logistics

In outbound logistics, we are currently focusing on replacing materials harmful to the environment. For example, two years ago we began phasing out dual-component foams for product padding and replacing them with a foil. Since 2017, we have succeeded in reducing the consumption of non-recyclable foam by 70 percent.

In the second stage of implementation, the PE foil currently being used instead of foam will be replaced by a fully biodegradable bio-based foil. The first variants of this foil have been tested but still require further qualification for their intended use.

Efforts are also underway to switch outbound logistics to reusable packaging. For example, there is a draft for reusable combined packaging for pumps for OEM customers. This would replace a cardboard variant that requires painstaking folding and that is currently disposed of after each use. The initial prototypes of foldable packaging for return transport are currently being tested.

MATERIALS IN PRODUCTION AND PROCESSES

Our contribution to the circular economy

Wilo pays close attention to the careful use of resources not just in its product design, but also in manufacturing processes at our production sites. Our goal here is to achieve a group-wide recycling quota of more than 90 percent by 2025.

By recycling we mean all processes that serve to reuse materials and thus keep them in circulation. This does not include thermal recovery. By contrast, it does include all waste types incurred at sites: from paper and plastic through to metal filings. The key indicators that we use for our sustainability strategy are the recycling quota and the total waste volume.

Waste management is an established element of the local environmental programmes and one of the conditions for ISO 14001 certification, which is mandatory for all Wilo's production sites. Fundamental measures for achieving our goals include the use of recyclable materials and the systematic separation of all materials obtained.

10%

less total waste volumes

Key sustainability indicator	2018	2019	2020
Recycling rate (%)	83.4	87.9	**85**

The total waste volume was reduced by approximately 10 percent as against the previous year. This is essentially as a result of spinning off mechanical production processes that generate a high share in terms of weight of metal filings (that can be easily recycled). The recycling rate thus declined to 85 percent.

We initiated a more detailed analysis of waste volumes and types at Wilo sites in the past year. The goal is to obtain more precise information on recycling potential and, based on this, to define specific projects for the individual sites. The company is also planning to take part in international campaigns such as "World Cleanup Day" to raise staff awareness and motivate people to take even "small" steps.

EMPLOYEES AND SOCIETY

WE ACT RESPONSIBLY TOWARDS EMPLOYEES AND SOCIETY

GLOBAL RESPONSIBILITY

We take responsibility for approximately 8,000 employees at more than 60 sites worldwide

	2014	2015	2016	2017	2018	2019	2020
Number of employees	7,425	7,383	7,548	7,726	7,830	7,749	**7,836**

Solidarity in coping with the coronavirus crisis together

The world has now been gripped by coronavirus for over a year. Since the pandemic began, new regulations and developments have been affecting the daily lives of people around the world every day and causing uncertainty. Wilo responded to the challenges with an extensive package of measures to guarantee the safety of our employees around the world. The cross-divisional go-ahead task force, which was implemented early on, monitors global infection rates every day and analyses the effects and action requirements. On this basis, packages of measures for multiple locations, action plans and guidelines for all divisions are set up and implemented. An internal news blog that is updated every day, sometimes repeatedly, regular management video conferences and, wherever possible, "analogue" discussion keep communication going and make sure that all measures are understood and implemented. The Chairman of the Board and CEO of the Wilo Group, Oliver Hermes, also uses Wilo-TV to convey important information and messages to all staff all over the world. Link

People's health always comes first. It was and still is important to Wilo that the virus does not paralyse us, but rather makes us more creative and boosts our solidarity. Compassion, empathy and mutual support form the basis for our day-to-day activities and help us to cope with the crisis. Thanks to the high level of commitment and motivation of all those involved, so far we have been coping with the coronavirus pandemic very well, and at the same time providing our customers with the usual first-class service.

As a sign of solidarity, the Executive Board and members of Wilo Group senior management waived a considerable share of their variable remuneration. These amounts were contributed to a Wilo solidarity fund that was specially created to support members of the Wilo workforce who were exposed to particular risks during the coronavirus crisis in particular. Dr Jochen Opländer, shareholder, Honorary Chairman of the Supervisory Board of WILO SE and founder of the Wilo Foundation, has also made generous contributions to the Wilo solidarity fund together with his family. As a result, an amount of more than a million euro was distributed to employees at the most severely affected production sites.

Responsible HR policy

The basis for a responsible HR policy is formed by Wilo's global values in combination with internal standards such as the Code of Conduct and the Wilo Labour Relations Policy. Fair treatment, upholding employees' rights at an international level and assuming social responsibility are key aspects of our HR policy.

The Wilo Group is committed to implementing worldwide standards when it comes to remuneration. This is based on clearly documented job profiles that are formulated uniformly throughout the Group and assessed on the basis of role and skills requirements. The remuneration system comprises fixed and partially variable salary components and additional benefits. For example, the Wilo Group assists its employees in their pension provision and offers pension benefits in line with the specific circumstances and regulations of individual countries.

In the annual salary increase process (SIP), we provide our managers with planning data in order to help them review the salaries of their employees. Market changes, macroeconomic developments, and the employees' individual performance are taken into account in order to allow fair and performance-based salary adjustment.

The Wilo Group's bonus system is based on a management by objectives (MBO) process. Targets are defined for various employee groups and combined in specific bonus plans. This incentivises group, team and individual performance in a way that benefits corporate success. The performance management process (PMP) also breaks down the company's goals to employee level as an aid to goal-oriented employee management. It is a system in line with the company's strategy that ensures that the results generated in the organisation match the objectives and requirements of the company. This way, the goals of the sustainability strategy are incorporated into formulating targets for the groups responsible.

Employer attractiveness

Megatrends like globalisation and digitisation not only affect our business activities, but also pose new challenges in terms of HR management in particular. On a competitive labour market, we want to become more attractive as an employer brand in order to attract new talent while also retaining the company's own employees. This success was confirmed again in 2020 by the results of the study by the Top Employers Institute. Wilo was again awarded the title "Top Employer Deutschland 2020". This honour is announced on the basis of the Top Employers Institute's global research results and only bestowed on the best employers in the world.

Human rights due diligence

In the past year we focused on reviewing human rights due diligence along the value chain. While the key challenges lie in global supply chains (see p. 62), the evaluation also looked at our own sites. The basis for this was a list of criteria based on international, publicly accessible indices and risk reports, plus the key requirements of the International Labour Organisation's core labour standards.

The first step in the evaluation has been completed and the results were as expected: none of the sites were found to be a high risk for human rights violations. On the one hand, this is because the industry needs to employ highly qualified staff. On the other, Wilo has already installed a broad range of measures to safeguard compliance with minimum social standards. These include the group-wide Labour Relations Policy, the Code of Conduct and the mandatory requirements for Wilo's subsidiaries.

Secondly, selected sites and risks are looked at more closely to analyse issues that are difficult to scale, such as discrimination, and to identify possible potential for improving employee relations.

EMPLOYEE DEVELOPMENT

Well prepared for new challenges

The environment in which the company is operating is changing faster than ever before. One of the biggest challenges of our age is making sure that not one person gets left behind while these changes are going on. Our goal is to encourage and empower our employees to try out new tasks so that they can help shape the future with initiative, passion and courage. One of the ways in which we measure success is the extent to which we are able to promote internal employees to fill management vacancies. Our goal is a quota of at least 70 percent.

The primary components for internal development are talent promotion, manager development and building on individual skills.

Thanks to a wide range of training and development measures, in 2020 we were able to fill 60 percent of our management vacancies with internal employees. With the corporate world constantly changing, it is not always possible to meet every new requirement with internal expertise, which is why this figure is slightly lower this year than the year before.

Wilo Group Academy

The Group Academy focuses on the internal training of Wilo employees. This includes technical training (products, systems, applications), teaching soft skills and the development of new staff (trainees). The goal of the Group Academy is to be able to keep training all employees according to their individual requirements. One of the main focuses of HR development in recent years has been digitisation. This firstly means the increased use of digital methods, which makes it possible to learn anywhere in the world at any time, and secondly the development of employees' digital skills. The current COVID-19 pandemic situation shows how well this strategy is paying off. Without exception, all training activities had to be offered digitally in 2020. We were better prepared than others because we began using digital learning formats early on, and taught our employees the skills they need for the digital transformation. Our employees were able to quickly adapt to the new situation and find solutions.

Career and talent promotion

A career at Wilo means that employees can develop both professionally and personally in a global environment. Wilo relies heavily on personal motivation as a career factor in order to actively support individual journeys. Wilo supports equal opportunities for all. For example, flexible working time models allow staff to balance their careers, personal lifestyles and private requirements.

We use a wide variety of measures to proactively prepare our employees for possible management positions. Our diverse digital training opportunities have shown that career and talent development is possible even during the coronavirus crisis. For example, digital development centres and testing methods were utilised. Management training was also offered virtually this year in order to further enhance our management culture. Virtual roundtables discussed the challenges of the current coronavirus pandemic as the "new normal". This especially focused on sharing information and networking among international management. The global management development programme that promotes professional development and helps to establish strategic skills was also held digitally.

Management development programme in the time of coronavirus

Challenges such as digitisation, globalisation and market and product diversification are demanding many new skills on the part of management. The global management development programme has therefore regularly been taking place since 2013. A new round, entitled "Leading in a Digital Age" began in Dortmund at the end of 2019. At the kick-off event, the eight participants focused on current and future management challenges and reflected on their own management performance. Over the next two years, participating managers will work together on strategically relevant projects and go through further exciting modules that will address different main areas at international locations.

Key sustainability indicator	2018	2019	2020
Internally developed managers (%)	70	73	**60**

Owing to coronavirus, only the kick-off event in Dortmund was held in person. However, this did not in any way diminish the group's motivation. The second module was held in the form of a virtual workshop in summer 2020.

Henry Liu, an operations manager from China, said "I don't think that the development programme being in virtual form for now will lessen its success. It's nice that we were all able to meet in person when things got going, and that we have been able to develop a team spirit since then. Even before coronavirus, digital cooperation in the international Wilo-World was an established part of my day-to-day work. That's why it's really helpful to be doing the development programme digitally as well. Above all, the second module, which dealt with virtual management and motivation, was highly useful in further developing my digital management skills."

The third module has since also taken place in virtual format. Despite their successes while working together digitally, the team is looking forward to meeting in person again.

DIVERSITY

Our global success is built on diversity

At Wilo, diversity management means appreciating and respecting individual differences within the company. Our goal is to encourage and take advantage of diversity in the company. One of the indicators we measure ourselves against is the share of women in management positions. We are aiming for a share of 20 percent.

Naturally, diversity management does not just focus on gender equality within the company, but also includes all personality traits such as origin, age, religion and sexual orientation. We are particularly proud of the many different nations that work productively and effectively together at Wilo. An unbiased corporate culture helps every employee to feel valued and thus to deliver his best performance.

Women in management positions

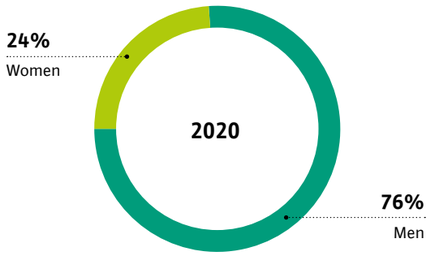
We had 18 percent women in management positions last year. This is in line with the previous year's value, which has been largely stable in recent years. It is still a challenge in mechanical engineering to recruit female managers and develop them for the corresponding positions. In order to make further progress in achieving our goal, we offer various programmes to support women in their career development. Key measures include the systematic selection and the promotion of women in our global and regional talent pools. Furthermore, we are making our company more attractive with a number of options such as individual working time models, remote working and needs-based training. We are thus promoting work-life balance, which is having a positive effect on career development for women.

Wilo Beyond Bias

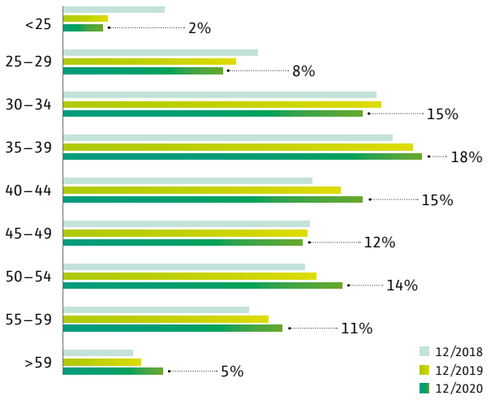
In 2020, we focused more on a corporate culture free from prejudice and on equal opportunities. "Wilo Beyond Bias" drew attention to automatically generated, subconsciously stored stereotypes that steer human behaviour. Such unconscious prejudices can arise in connection with all dimensions of diversity.

This year's Diversity Day, which was held digitally because of coronavirus, used the same motto. "Wilo Beyond Bias" would like to shine a light on subconscious prejudices and top them from affecting our day-to-day activities. There were various events at this year's Diversity Day. Among other things, co-workers all over the world met up for a virtual lunch break to stay in touch even during coronavirus. We have also produced a video that explains unconscious processes and illustrates to our employees how prejudices can affect us both professionally and in our private lives. The video was communicated to employees worldwide in conjunction with Diversity Day. Furthermore, specific international training was developed to explain how to deal with unconscious prejudices.

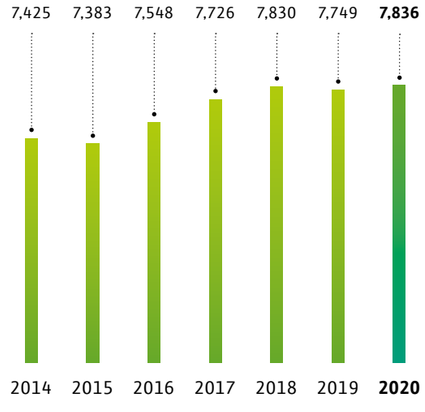
Male/female ratio Total workforce



Wilo's age structure
in %



Development in the number of employees



Key sustainability indicator	2018	2019	2020
Women in management positions (%)	16	18	**18**

OCCUPATIONAL HEALTH AND SAFETY

People's health always comes first

One of the most important goals for Wilo is to create a safe working environment that is conducive to the health of all employees. This goal was entirely and absolutely determined by the coronavirus pandemic in the past year. Protecting the health of our employees was the highest priority, and extensive prevention measures were installed at Wilo sites to minimise the risk of infection.

Despite the efforts being made to combat the coronavirus pandemic, we once again took a big step in the improvement of occupational safety: The number of work accidents worldwide was down by more than 20 percent. The LTIR accident rate (the number of workplace accidents for every 1 million hours worked) fell from 6.6 to 5.5. Accordingly, the number of days lost due to accidents was also reduced by 577 days, a drop of more than 25 percent as against the previous year.

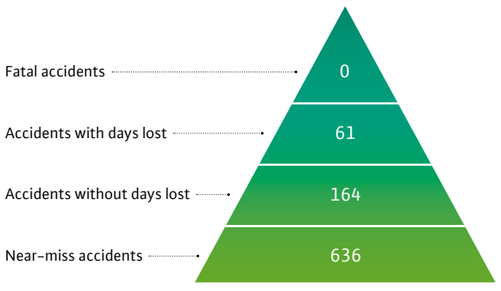
A significant lever is still the systematic top-down integration of targets down to management level at all production sites. This also entails monthly reporting and lessons learned from every work accident. This monitoring is flanked by the implementation of standard, group-wide preventive measures for the main risk factors.

We focused on establishing group-wide reporting for near-miss incidents in the past year. The goal is firstly to eliminate risks before they lead to an accident and secondly to raise employees' awareness of the risks of accidents. The number of near-miss accidents and critical situations reported has since risen to more than 600, which – together with the drop in accident figures – is an indicator of the improvement in the safety culture.

One issue almost took a backseat owing to the highly unusual circumstances of the past year: the successful group-wide certification according to the new ISO 45001 standard. Despite the adverse circumstances, the necessary audits were implemented on time thanks to the utmost flexibility on the part of all involved. It is particularly gratifying that not one deviation was identified anywhere in the Group in connection with the new content. This confirms to us that our occupational safety and health system has a solid footing and represents a reliable foundation for overcoming the many challenges in occupational safety and health.

Protecting health in the COVID-19 crisis

"People's health is always the very top priority," wrote Oliver Hermes, Chairman of the Board and CEO of the Wilo Group, in a letter to staff in mid-March. Wilo adapted to the challenges of the pandemic very early on, and initiated extensive measures to protect its workforce. A central go-ahead task force coordinates the measures at the sites, issues group-wide specifications and provides support on all issues relating to COVID-19. The task force processed more than 4,000 e-mails from colleagues around the world by the end of the year under report.



Coronavirus protection measures: masks and SafetyTags at the Dortmund site

There has been and still is a wide range of prevention measures. First and foremost are of course the extensive hygiene and distancing rules. Free face masks and hygiene kits, guidance systems inside buildings, restrictions on the use of meeting rooms and lifts and new occupancy plans for offices and restaurants are just a few examples. Thanks to our excellent IT infrastructure, it was possible for all employees whose work allows it to start working from home immediately.

At the Dortmund production site, KINEXON SafeTags warn employees if they come closer together than 1.5 metres. Contacts are also kept on record for a period of three weeks. This allows for measures to be initiated quickly and with laser focus in the event that a case of infection becomes known. In cooperation with the German Red Cross, a stand-alone rapid testing centre was set up in premises rented by Wilo. Employees have the opportunity of coming here to take a rapid test free of charge.

The success of all these and other measures is clear: Significant coronavirus infection levels have so far been successfully prevented at all Wilo sites.

Key sustainability indicator	2018	2019	2020
LTIR*	9.2	6.6	**5.5**

*Number of work accidents per 1 million hours worked

The lighting in the new offices at the Dortmund site also measures air quality

CAPACITY DEVELOPMENT AND LOCAL EMPLOYMENT

Making development sustainable

Capacity development is a process by which people, organisations and societies mobilise, adapt and expand their capabilities to sustainably shape their own development.

More and more, global challenges such as climate change, energy and food security and the management of increasingly scarce public resources, such as water, energy and land, are defining the world we live in today. Capacity development plays an important role here as well. It creates access to the knowledge, tools and equipment needed to adapt to changing conditions.

But capacity development is about more than developing and acquiring practical skills. It is expected that programme participants will also have better opportunities on the labour market and that they will be able to use their skills actively and on their own responsibility in the long term to help shape development and change processes.

The Wilo Group is concentrating on establishing 20 new capacity programmes by 2025. Nine training centres in total were launched in 2020: in Ghana (1), Namibia (2), Botswana (1), Mongolia (2) and Uzbekistan (3). The coronavirus pandemic made on-site practical implementation more difficult. Together with our cooperation partners, we were able to finalise project planning and to reaffirm the cooperation in both Africa and Central Asia with corresponding memoranda of understanding.

"WaterWorks", West Africa

In Ghana, together with a local water management training centre and other industry partners, we began developing a showroom with demonstrators and practical training walls. For the next three years, this project will focus on developing training capacity and raising local awareness for energy and resource efficiency.

A key factor in building an excellent, long-term partnership is international networking. In Ghana, we are therefore working intensively with political and business institutions such as the Ghana Chamber of International Commerce, the Dortmund Chamber of Industry and Commerce and the German Society for International Cooperation (GIZ). Learning from each other and creating and implementing constructive solutions together rank highly.

It is especially important to work and interact with local network partners as this sets the cornerstones for long-term success. Together with the ATTC (Accra Technical Training Centre), we are therefore developing theoretical and practical training modules and training trainers to implement them. The recognition of the training modules and their certification are also ensured by the close coordination with the ministries in charge (Ghanaian Education Organisation) and their subordinate authorities.

In cooperation with two German industrial partners, we are moreover safeguarding the provisions and production of training equipment and reference projects. German water management expertise is also helping to lastingly improve living conditions for the people who live here. This is why we are initiating and providing professional assistance for local community projects for optimising water systems.

The Wilo-Foundation provided a donation to Stiftung Universitätsmedizin Essen to contribute to a binational scientific binational cooperation with China and driven by regional solidarity. © Stiftung Universitätsmedizin Essen, photographer: Mirko Raatz

WILO-FOUNDATION

WILO SE is involved in a range of social projects together with its main shareholder, the Wilo-Foundation. In addition to ensuring continuity of the company, the family foundation provides financial assistance for projects on almost every continent in the fields of science, education and social welfare, culture and sport, and is thus committed to the international common good.

In terms of content, the foundation's focus lays on environmental issues and water as a resource in particular. Founded in the engineering tradition of the Wilo Group, technological and digital issues as well as experimental learning formats also play a key role. Sustainably oriented entrepreneurship programmes are also of great importance to the Foundation. It believes in empowering young people throughout their educational journeys – from kindergartens and schools on to university and the world of work. This approach also benefits young artists and, owing to the funding family tradition, the next generation of top competitive rowers.

Solidarity, cohesion and social welfare are especially important in challenging times. In view of the coronavirus pandemic and its special challenges, support was provided for the following projects at coronavirus hot spots around the world:

Germany-China: COVID-19 research

German-Chinese project in Wuhan

The Foundation provided support for the German-Chinese cooperation at the research laboratory in Wuhan (China), which has existed for many years and where which researchers from both countries are working intensively to research coronavirus. The Wilo-Foundation contributed to this with a major donation through Stiftung Universitätsmedizin Essen.

Study: SARS-CoV-2 viruses in wastewater

In the summer, a consortium of water researchers from Aachen (FiW), Frankfurt virologists, ecotoxicologists and evolutionary biologists (Goethe University) demonstrated for the first time for Germany that SARS-CoV-2 genetic material can be identified in wastewater treatment plants using state-of-the-art molecular methods. These fragments were shown to

be non-infectious. However, given the high loads and low retention capacity of conventional wastewater treatment plants, further investigation is required of how SARS-CoV-2 operates in the water cycle.

HUMANITARIAN AID

Italy: A monetary donation was made to help over-crowded hospitals in the COVID-19 hot spots of Milan and Bergamo in Italy to buy medical equipment.

Romania: As part of Habitat for Humanity's #Savethe-Saviors COVID-19 relief initiative, an emergency centre was quickly built in Moinesti, northeast of Bucharest. In case of emergency, it will be possible to treat up to 65,000 people from eleven surrounding communities here.

Families, including some in Pune, India, receive donated hygiene products. © Habitat for Humanity Deutschland e.V.

India: In the Indian state of Maharashtra, the Foundation provided funding to support a Habitat for Humanity relief project to purchase and distribute hygiene kits to at-risk groups and families. In addition to soap, these also contain surface disinfection, detergents and protective masks.

Brazil: The donation to Habitat for Humanity's relief fund helped to carry out urgently needed repairs on the homes of dozens of families in favela communities in São Paolo especially vulnerable to COVID-19.

Replacing the ventilation and sanitary facilities in homes helped to improve hygiene conditions for families.
© Habitat for Humanity Deutschland e.V.

EMERGENCY AID FOR ARTISTS

Emergency aid for musicians: Prive "free" musicians and students were able to request emergency aid of up to 300 euro. In total, 20,000 euro were provided to support 47 musicians and an online festival with 11 concerts.

Aid for music ensembles: Lockdown restrictions and the cancellation of events for the foreseeable future mean that private ("free") ensembles have been hit particularly hard by the coronavirus crisis. Several of the most renowned privately organised ensembles received donations to help them continue their work.

Support was also granted to students at the NRW Orchestra Centre in Dortmund and members of the Balthasar Neumann Choir and Ensemble. © Balthasar-Neumann-Chor und Ensemble e.V.

The virtual choir video was an important community project for Dortmund Choral Academy's youth concert choir.
© Chorakademie am Konzerthaus Dortmund e.V.

DIGITAL CULTURAL PROJECTS

"One call away" youth choir video: To help the youth keep on singing together in the time of coronavirus, the Wilo-Foundation lent its support to the Dortmund Choral Academy project, in which 40 young members of the youth concert choir filmed sequences at home that were then spliced together in a major technical undertaking to produce joint choral singing.

Livestream concerts: With the support of the Wilo-Foundation, for the first time the Dortmund Concert House organised a series of free livestream charity concerts. The two concerts backed by the Wilo-Foundation have now been watched by more than 50,000 people online.

Online music festival: The Institute for Music Teaching (IMB), a private music school in Dortmund-Hörde, was able to create a free online music festival with the financial support of the Wilo-Foundation. The musicians hosted ten concerts freely available to the public online, which mainly served as valuable inspiration for the musicians and their young students.

Kultur@Home: To support the artistic work of the Dortmund Opera Ensemble and the NRW Juniorballet during the COVID-19-pandemic, short sequences of the opera and ballet repertoire were performed at Wilo's recently completed Wilopark headquarters to produce videos that were then published on the Foundation's website.

The NRW Juniorballet performance in Pioneer Cube at the Wilopark for Kultur@Home. © Wilo-Foundation

COMPLIANCE

Compliance is a necessity, not an option

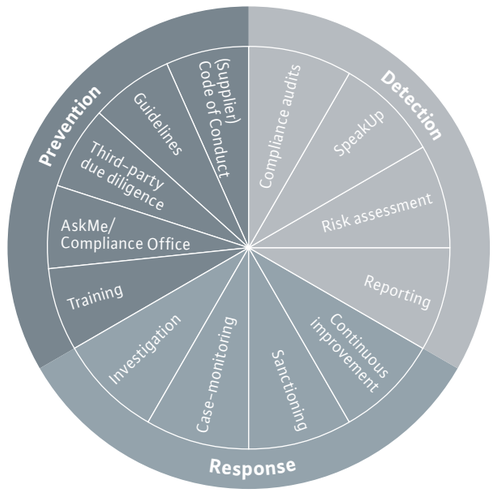
To us, compliance means obeying the law and adhering to internal policies in order to contribute towards ethical, responsible conduct. In a globalised corporate world, our employees operate within different legal and value systems.

Compliance with all the applicable laws and regulations around the world is a growing challenge – one for which managers have a special responsibility. However, compliance is only actually practised in the company when all employees know and understand the rules. It is therefore necessary to train employees regularly and according to target groups. For example, we offer special manager trainings in which Wilo-specific situations are used to stimulate joint discussions and reflection. Through our eLearning, commercial employees are repeatedly trained on various topics. Furthermore, our Local Compliance Representatives conduct compliance awareness trainings. Our medium-term goal is for 90 percent of all employees to receive training on compliance issues.

Code of Conduct training to embed our worldview

We already came close to our goal in the year under report. The coverage for basic compliance eLearning on the Code of Conduct is at 80 percent. We implemented three eLearnings in total in 2020: the general Code of Conduct training and two special training sessions targeting certain functional areas or regions. We are planning further changes in our eLearning concept for the coming year to achieve our goal. Moreover, further training concepts are under development to allow training for those employees not yet covered.

Above all, training on our Code of Conduct is a vital element in establishing our values throughout the Wilo Group. The Code of Conduct was implemented at all Wilo companies in 2011 as a binding guideline, and fleshes out the expectations for labour law and human rights, as well as health, safety and environmental standards in line with the respective conventions of the International Labour Organisation (ILO). The Code of Conduct thus forms the foundation for our day-to-day actions and our success. (see p. 62 for information on what we expect from our suppliers.)



Our compliance programme consists of the elements of prevention, detection and response.

International compliance programme

Our compliance programme consists of the elements prevention, detection and response. Each of these elements involves different measures.

Prevention: This is mainly addressed by the training and eLearning already described. The Compliance Office is regularly consulted on questions or problems. A regularly performed global compliance survey lets us identify potential for improvement within our preventive activities, such as in training content or information requirements. The most recent survey also revealed that 93 percent of employees around the world have a positive perception of compliance, which reflects our strong compliance culture.

Detection: Various points of contact can be used to detect potential compliance breaches, including both personal reporting channels, i.e. through the Local Compliance Representatives or direct supervisors, as well as (anonymous) reports within our SpeakUp whistleblower system.

Developments in reporting practices have been observed since SpeakUp was introduced. In addition to the general rise in the number of suspicions reported, while only 10 percent of reports in 2018 came in through the whistleblowing tool, around 80 percent of reports were from SpeakUp in 2019 and 2020.

We use the global Compliance Risk Assessment launched in June to identify and assess risks with a focus on corruption and antitrust law. In addition to identifying and assessing risks, this also helps to derive targeted improvement measures. And it goes without saying that compliance issues are always covered by our internal audits.

Reaction: With SpeakUp, we have introduced a Case Management to follow up on suspicions in a standardised, verifiably documented and objective manner and, if a response is required, to sanction them appropriately. Reporting duties and responsibilities are assigned to certain functions transparently and on a case-by-case basis. Case Management also analyses the lessons learned to ensure the continuous improvement of the CMS and related activities.

Key sustainability indicator	2018	2019	2020
Training coverage (%)	56	90	**80**

Compliance organisation

In addition to the four-person Compliance Office in Dortmund, Wilo's compliance organisation currently includes 34 Local Compliance Representatives at the subsidiaries as points of contact and multipliers. The network comprising the Compliance Office and the Local Compliance Representatives is being continuously intensified with increased cooperation. This, too, plays a part in honing our compliance culture. Since May 2019 there have been regular jour fixe meetings in small groups where Local Compliance Representatives can report on the latest compliance developments and projects. They are also an opportunity to share information on compliance issues and representatives' own experiences in order to learn from each other or to solve problems together. A survey among the Local Compliance Representatives performed in November 2020 found that these meetings excellently satisfy their needs. There is also a Compliance Committee comprising representatives from various areas of the company that essentially performs an advisory and supervisory function for the compliance programme. It is also a component of the Case Management.

SUSTAINABLE SUPPLY CHAINS

Responsibility along the entire supply chain

We take responsibility for a value chain forged from compliance with international laws and standards, human rights conventions and the highest possible ethical principles. We see the implementation of and compliance with the corresponding core elements throughout the entire supply chain as one of our biggest sustainability challenges. Our goal is to create transparency of the entire supplier portfolio and to ensure that 100 percent of suppliers comply with the basic principles of human rights.

Sustainability has been a component of our supply agreements for many years already. Signing our Supplier Code of Conduct (SCoC), which contains all core elements of human rights due diligence, is an integral requirement in the onboarding process. This is how our suppliers undertake to comply with the ethical standards required of them. The confirmation rate was 93 percent in the past year. While this is a good result, we are constantly working to achieve 100 percent.

An occupational health and safety and environmental protection self-disclosure was developed three years ago in addition to the SCoC. This is sent out when there is no other information on suppliers in the form of certificates or audit results. The results are divided into the categories A, B and C. If classified as a C, the rating is not approved and corresponding measures are agreed. 198 self-disclosures were received in the past year, with around 46 percent falling into each of the A and B categories and eight percent in the C category.

Human rights due diligence

There was a clear focus on human rights due diligence in 2020. As an active partner in the corresponding VDMA working group, we have discussed the requirements, opportunities for implementation and challenges with other companies and moved the needle of the political discourse. This helped us enormously in scrutinising our own standards and methods and taking them to the next level. This is scheduled to continue in 2021 in the form of industry dialogues with business representatives, politicians and NGOs.

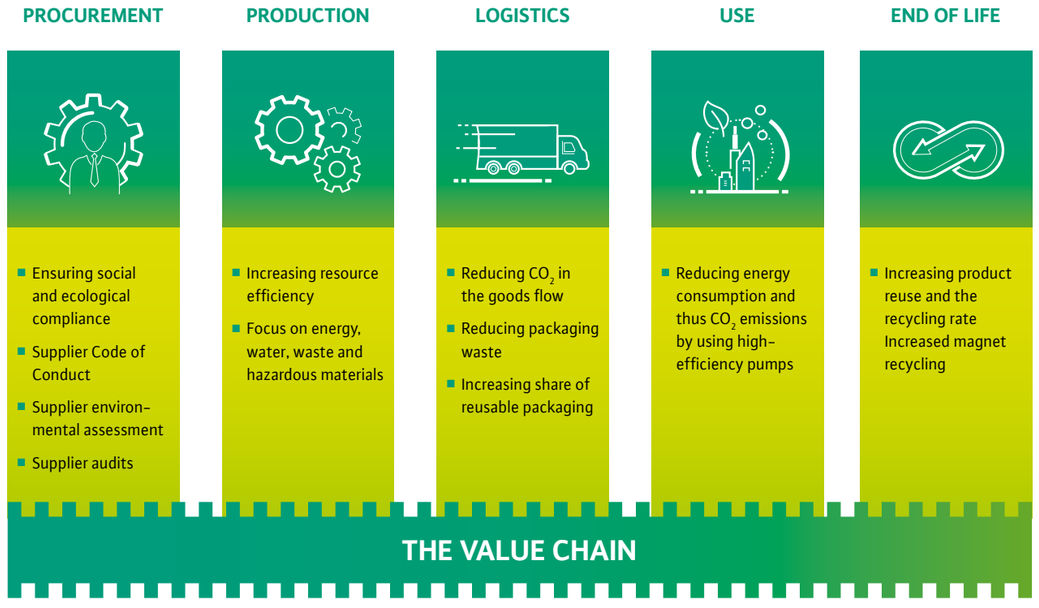
All the company's buyers and quality auditors around the world received training to raise their awareness. In total, there were eight interactive and digital training sessions attended by 150 of our colleagues. They discussed the principles for defining human rights violations and due diligence, and the question of what indicators can be used when visiting a supplier.

One of our primary goals is to achieve transparency of actual compliance with basic principles of human rights in our supply chain. This is why we introduced a detailed risk analysis last year. The main suppliers who account for 80 percent of net sales were looked at first. The first step was a quantitative analysis on the basis of internationally available risk indices and the available supplier information, such as ISO certifications or self-disclosures. A potentially high risk was then identified for 107 suppliers.

The second step was to subject the high-risk suppliers to a qualitative analysis. This was based on the audits performed and supplier visits. More than 80 percent of suppliers have been audited within the last one and a half years. This forms the basis for exploring possible suspicions of human rights violations. The findings show that 99 percent of all primary suppliers satisfy requirements. Just two suppliers were determined to be critical. Business relations were ended with one supplier, while the other is being scrutinised once again in conjunction with a dedicated audit.

The results are gratifying and confirm our assessment: As a tech company we maintain long-term relationships with our suppliers. This, and the close attention we pay to the issue, reduce the probability of human rights violations to a minimum. Potential risks are therefore less likely among our direct suppliers, and are more likely to occur among upstream and raw material suppliers.

We draw two conclusions from this for the future: Firstly, we must remain firmly committed to dealing with this issue with our direct suppliers. The results of the risk analysis support our commitment and confirm the effectiveness of our approach. Secondly, we will also broaden our obligation to include more supply chain elements so as to rule out human rights risks here as well.



SUSTAINABLE MANAGEMENT

WE ACT RESPONSIBLY ALONG THE ENTIRE VALUE CHAIN

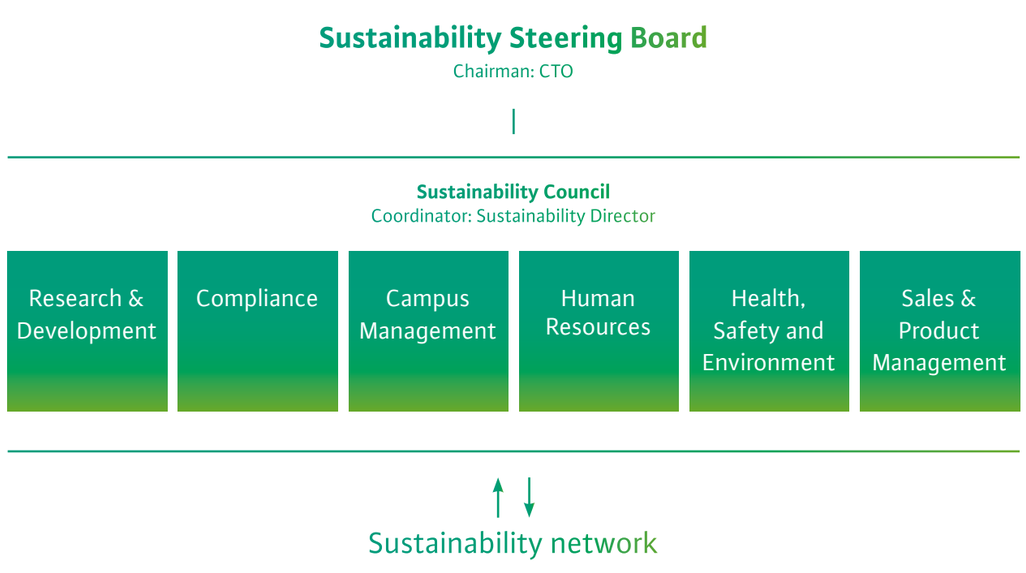
SUSTAINABILITY ORGANISATION

Wilo sees sustainability management as a cross-divisional function. Promoting integration, communication and dialogue between the specialist departments is the top priority. To facilitate efficient cooperation, Wilo has defined clear structures and responsibilities.

The Sustainability Steering Board is the central decision-making body. It comprises managers from selected specialist departments and is chaired by the Chief Technology Officer (CTO) Georg Weber. This is where the strategic direction for sustainability management is defined. The Sustainability Council is responsible for developing the content of the sustainability strategy and ensuring its implementation within the organisation. These 18 sustainability goals are integrated into the functional strategies of the individual departments and are therefore part of regular reporting. The Council has interdisciplinary members covering all of Wilo's specialist departments that are associated with the main sustainability challenges identified.

The members of the Council serve as sustainability officers within their respective departments. The Council is coordinated by the Sustainability Director.

The sustainability network is not a specific body, but is rather all the employees at Wilo's more than 60 locations who are involved in the achievement of the sustainability goals in their day-to-day activities. Their suggestions are taken into account in the ongoing development of the sustainability strategy through their managers.



STAKEHOLDER DIALOGUE

Continuous dialogue is indispensable and therefore a central element of Wilo's sustainability management. We firmly believe that without stakeholder partnerships, we will be unable to rise to the enormous challenges of sustainable development. In 2020 we increasingly used digital channels to maintain the dialogue with our stakeholder despite the coronavirus pandemic. This ensures that we understand the requirements and expectations of our stake-holders and can anticipate changes early on.

STAKEHOLDERS AND FORMS OF DIALOGUE	
Customers	– Dialogue in daily sales and customer service talks – Work in associations – Meetings, congresses, trade fairs – Market research – CUSAT (Customer Satisfaction Analysis)
Suppliers	– Early supplier integration – Standardised supplier development – Regular audits and training – Supplier days, theme days
Employees	– Employee discussions – Employee surveys – Complaints procedure – Internal corporate communication – Digital collaboration platforms
Government organisations	– Contribution of expert knowledge in expert bodies – Participation in standardisation committees
Research and development	– Participation in and initiation of research projects – Cooperation with universities and educational institutions – Support for scientific publications
Society	– Involvement in local initiatives – Support for social programmes
Associations	– Membership in a number of business and professional associations

Communication with customers

The stakeholder dialogue is implemented through various specialist departments and channels. We pursue a particularly intensive dialogue with our customers. In addition to routine day-to-day communication along the sales channels, we focus on cooperation in associations, organising meetings and congresses, and participating in joint projects.

This sharing of information mostly took place on digital platforms during the pandemic. Examples include the webinars on our products that were focused on last year. Despite the cancellation of IFAT, the world's foremost trade fair for environmental technologies, on account of the coronavirus pandemic, we did not want to go without the dialogue with our customers and partners. Driven by the idea of "Green Solutions for a better Climate", we were the first company in the sector to put a virtual booth online for IFAT 2020. Innovations and highlight products were presented and discussed with visitors.

Cooperation

As a global company, we are an active member of various national and international associations and organisations. The shared goal of most of the cooperations is the responsible, sustainable treatment of the precious resource of water and the environment. We are particularly proud to have been a part of the "50 Sustainability & Climate Leaders" initiative supported by the United Nations and Bloomberg in 2020. All companies involved operate on the basis of the United Nations' 17 Sustainable Development Goals. Link

Dialogue with employees

One key component of employee communication is constructive cooperation with employee representatives. Wilo places great value on partnership-based interaction that is beneficial for both parties. All the relevant guidelines are developed and realised in close cooperation, leading to significantly higher acceptance and faster implementation. Modern digital channels like the internal teamOne offer the opportunity to inform employees about all company topics in a timely and comprehensive manner. This was the case during the pandemic as well. A task force created especially for this purpose kept all employees regularly updated on the current situation and the current measures to stem the virus.

Taking part in European Sustainable Development Week

Naturally, established formats remained in place as well despite the pandemic. The first non-central employee meeting was held in 2020. On five days, there were four events per day with a limited number of participants and in line with the strictest hygiene standards. The event was recorded and made available for all employees unable to attend in person. The regular talks between employees and the Executive Board in the popular CTO Café format also continued. Still complying with safety measures, selected employees were able to discuss the latest issues with the Chief Technology Officer in person.

Suppliers

Intensive dialogue with suppliers starts during the selection process in the form of early integration and standardised processes. This contact in a spirit of mutual partnership is maintained through continuous supplier development. Ordinarily, there are regular supplier days that provide an opportunity to discuss issues, network and recognise outstanding suppliers outside of day-to-day business. These have had to be cancelled on account of the pandemic, but nonetheless we continued our dialogue with suppliers through various remote formats.

Wilo Sustainability Week

We took part in European Sustainable Development Week (ESDW) for the first time in 2020. Owing to coronavirus, this was held digitally between 21 and 25 September. ESDW is an initiative intended to raise awareness for sustainable action. Organisers behind projects to promote sustainable development can register and advertise their activities on the ESDW platform.

We took ESDW as an opportunity to launch a Wilo Sustainability Week and to highlight the global commitment of Wilo's sites and to inspire future activities. For a whole week we presented wonderful everyday examples from the Wilo-World to illustrate our sustainability strategy across various communication media. At the same time, we called on our employees all over the world to send us the sustainability measures they have implemented at their sites. The winners received a donation of 1,000 euro for a charity project of their choice.

MATERIALITY ANALYSIS

Materiality analysis is a dynamic process that is a component of our day-to-day work. This is the only way to ensure that our sustainability activities are effective.

In developing the sustainability strategy, material issues were identified in consultation with the following sources:

- UN Sustainable Development Goals
- Topic-specific GRI standards
- Wilo megatrends
- Industry-specific challenges
- Statutory provisions
- Results of the stakeholder dialogue

Materiality analysis

	Topic
1	Indirect Economic Impacts
2	Sustainable Procurement Practices
3	Anti-corruption
4	Anti-competitive Behaviour
5	Materials
6	Energy & Emissions
7	Water
8	Biodiversity
9	Cooperations
10	Waste
11	Environmental Compliance
12	Labour/Management Relations
13	Occupational Health and Safety
14	Training and Education
15	Diversity and Equal Opportunity
16	Human Rights Due Diligence
17	Customer Health and Safety
18	Marketing and Labelling
19	Customer Privacy
20	Digital Transformation
21	Political Responsibility

The resulting list was analysed and prioritised by the sustainability department with the support of the specialist departments. The results of this were then discussed with the Steering Committee and the key sustainability issues were finalised. These form the basis for the sustainability strategy that was published in 2018.

Content adjustments to the strategic alignment are based on the ongoing dialogue with our stakeholders. Actively taking part in networks and industry initiatives to share information with other companies means that new developments, trends and requirements can be recognised early on. Intensive discussion with our specialist departments is also a valuable source for anticipating new issues.

One example of the changing significance of certain issues is the European Green Deal and its heightened focus on climate neutrality. The aim of the concept introduced by the European Commission is to reduce the European Union's emissions of greenhouse gases to zero by 2050. This project is largely prompting industry at large to focus on taking responsibility. In the long term, the onus will shift to transparent emissions targets along the entire value chain. As a climate protection company, we will continue to make a major contribution towards achieving climate neutrality with our sustainable solutions.

Another issue that has become more prominent in 2020 as regards its significance to Wilo is human rights due diligence in the supply chain. We are closely discussing the National Action Plan for Business and Human Rights in conjunction with other companies in the VDMA network. We have added supply chain responsibility as a new objective of our sustainability strategy.

EXTERNAL EVALUATIONS

German Sustainability Award

One special highlight in the past year was being honoured with the German Sustainability Award in the "Climate" transformation field. This recognises our particular efforts, as a climate protection company, to take responsibility for sustainable development and simultaneously both challenges and inspires us.

CSR Award

In the past year, Wilo chosen as one of the top five nominated companies in the "companies with more than 1,000 employees" category for the German government's CSR Award. This especially honours the Wilo Group's social commitment.

Ecovadis

We underwent a sustainability rating by Ecovadis for the second time in 2020. We are pleased to report that we improved our score from 51 to 61 points and thus earned silver status.

APPENDIX

ABOUT THIS REPORT

Format
This report is published online. The content is available to download as a full document in PDF format.

Reporting standard: GRI
This report is based on the internationally recognised standards of the Global Reporting Initiative (GRI) and was prepared in accordance with the "core" GRI standard option. The GRI content index refers to the additional content in the sustainability report or in other published sources. Wilo transparently reports all data and information that is relevant and material from a company perspective.

UN Global Compact
As a signatory of the UN Global Compact, we are obliged to report on our progress in terms of implementing the ten principles. This sustainability report also includes the required annual "Communication on Progress" (CoP).

Sustainable Development Goals
The report also references the United Nations Sustainable Development Goals. The goals on which Wilo focuses and the company activities undertaken to achieve these goals are discussed in the respective sections.

Reporting cycle
Wilo's sustainability report is published every year in fully revised form. The key indicators are updated every year.

Report content
This Wilo sustainability report provides information on the strategic orientation and management of sustainability within the company. The target readers of this publication include customers, employees, suppliers, media representatives and other interested stakeholders.

We conducted a materiality analysis in order to define and evaluate the material sustainability topics for our business activities.

The report provides information on the material activities and impacts along the entire value chain, with a particular focus on the topics of "Water", "Energy and emissions", "Materials and waste" and "Employees and society".

Targets and measures have been formulated as part of an extensive sustainability programme. These are presented transparently and comprehensibly in the report.

The reporting period covers the whole of Wilo's 2020 financial year (1 January to 31 December 2020). The editorial deadline for the report was 16 April 2021.

Some figures are rounded.

Terms used
We typically describe our workforce as "employees" and use gender-neutral terms to improve readability.

Contact
Your opinion matters to us: e-mail us with your questions and suggestions at: **responsibility@wilo.com**

ADDITIONAL KEY FIGURES

	Unit	2018	2019	2020	Note
Business metrics					
Net sales	€ million	1,463.50	1,477.80	**1,451.50**	
Net sales growth	%	2.7	1	**1.8*/–1.8**	*Adjusted for currency effects
EBITDA	€ million	153.5	180.1	**141.2**	
Consolidated net income	€ million	64.2	72.4	**24.9**	
Capital expenditure	€ million	154.8	155.7	**120.9**	
R&D costs	€ million	66.3	67.6	**68.6**	
Equity	€ million	738.4	792.4	**764.8**	
Equity ratio	%	49.5	48.3	**45.6**	
Water					
Water solutions growth rate	%	9.2	5	**–5**	
Smart water systems growth rate	%	300	62	**50**	First launched in 2017
Water consumption	m^3	93,131*	88,701*	**94,274**	
Water consumption per employee	m^3/employee	15.0*	14.7*	**15.89**	
Energy and Emissions					
Energy savings thanks to high-efficiency products	TWh	1.81	1.77	**1.9**	
Energy solution projects completed	Number	8,381	10,159	**7,509**	
Smart product growth rate	%	–	3,590*	**141**	Start of sales in 2019, growth therefore erratic
CO_2 emissions	t	17,298*	16,620*	**15,431**	Scope 1 and 2
CO_2 emissions/net sales	kg/€ thousand	11.82*	11.25*	**10.63**	
Total energy consumption	MWh	75,935*	73,027	**69,693**	
Heating energy (oil and gas)	MWh	30,371*	29,008	**25,667**	
Electricity consumption	MWh	45,564.00	44,019	**44,026**	
Share of green electricity	%	67	61	**61**	Green electricity purchased in Germany and France
CO_2 savings (green electricity)	t	11,393	10,877	**10,656**	
LEED building certifications	%	35	35	**40**	Based on production locations
Business travel					
By car	km	1,106,847*	738,785	**261,121**	Rental cars booked in Germany
By air	km	4,832,139	5,335,188	**1,346,041**	Flights booked in Germany
By rail	km	838,669	564,641	**169,026**	Local and long-distance rail in Germany + Thalis
Car/CO_2	t	144*	106	**35**	
Rail/CO_2	t	5.3	2.9	**0.2**	Local rail only, long-distance rail is carbon-neutral
Air/CO_2	t	1,447	1,536	**350**	Flights booked in Germany

*Figure was adjusted retrospectively

	Unit	2018	2019	2020	Note
Material					
Number of reused components	Number	32,000	45,774	**37,961**	Germany
Copper saved	t	13.6	8.2	**15.7**	
Reusable packaging (inbound)	%	77	85	**100**	
Waste recycled	t	6,856*	7,382	**6,501**	
Recycling rate	%	83	88*	**85**	
Total waste	t	8,254*	8,395*	**7,652**	
Share disposed of	t	1,398	1,014*	**1,151**	
Employees and Society					
Establishment of training centres	Number	3	3	**9**	
Employees trained on compliance issues	%	56	90	**80**	
Risk coverage in the supply chain	%			**99**	
Internally developed managers	%	70	73	**60**	
Women in management positions	%	20	18	**18**	
LTIR (accident rate)		9.2	6.5	**5.5**	
Total employees	Number	7,830	7,749	**7,836**	
Share of men	Number	6,029	5,889	**5,955**	
Share of women	Number	1,801	1,860	**1,881**	
Share of women	%	23	24	**24**	
Share of men	%	77	76	**76**	
By contract type:					
Fixed-term	Number	1,009	967	**1,032**	
Of which women	Number	266	261	**295**	
Of which men	Number	745	706	**737**	
Permanent	Number	6,821	6,782	**6,804**	
Of which women	Number	1,574	1,574	**1,586**	
Of which men	Number	5,245	5,208	**5,218**	
By employment type:					
Part-time	Number	279	240	**255**	
Of which women	Number	193	187	**189**	
Of which men	Number	86	62	**66**	
Full-time	Number	7,551	7,509	**7,581**	
Of which women	Number	1,608	1,682	**1,692**	
Of which men	Number	5,943	5,827	**5,889**	
Trainees	Number	130	129	**137**	
Share of temporary staff	%	8.4	8.8	**5.7**	Germany
Employees by region:					
Emerging markets	Number	2,409	2,464	**2,706**	
Mature markets	Number	5,421	5,285	**5,130**	
Fluctuation rate	%	5.91	5.61	**4.01**	
Share of employees with severe disabilities	%	3.1	3.97	**3.6**	Germany
Absenteeism due to illness	%	6.64	7	**7.2**	Germany
Employees covered by collective bargaining	%	83	84.7	**81.9**	Germany
Training hours	Hours	60,500	62,100	**33,500****	Germany; **eAcademy only

*Figure was adjusted retrospectively

CERTIFICATION OVERVIEW

Location		9001	14001	18001	50001
44263 Dortmund-Wilopark, Germany, central functions (admin)	WILO SE	yes	yes	yes	yes
44263 Dortmund-Wilopark, Germany (production)	WILO SE	yes	yes	yes	yes
44357 Dortmund-Breisenbachstrasse, Germany	WILO SE	no	no	no	yes
44263 Dortmund-Felicitasstr., Germany	WILO SE	yes	yes	yes	yes
39387 Oschersleben, Germany	WILO SE, Oschersleben plant	yes	yes	yes	yes
95030 Hof, Germany	WILO SE, Hof plant	yes	yes	yes	yes
09224 Chemnitz, Germany	Wilo IndustrieSysteme	yes	no	no	no
53005 Laval Cedex, France	Wilo France SAS	yes	yes	yes	no
53950 Louverné, France	Wilo France SAS	yes	yes	yes	no
78400 Chatou, France	Wilo France SAS	yes	yes	no	no
36070 Trissino, Italy	STEMMA S.R.L.	yes	no	no	no
70123 Bari, Italy	Wilo Italia SRL	yes	no	no	no
18700 Aubigny-sur-Nère, France	Wilo INTEC SAS	yes	yes	no	no
91105 Trenčín, Slovakia	Wilo INTEC SAS organizačná zložka Slovakia	yes	no	no	no
Jebel Ali Free zone- South PO Box 262720 Dubai, United Arab Emirates	Wilo Middle East FZE	yes	no	no	no
Beijing 101300, P. R. China	Wilo China Ltd.	yes	yes	yes	no
Qinhuangdao City, Hebei Province, P. R. China 066004	Wilo China Ltd.	yes	yes	yes	no
Qinhuangdao City, Hebei Province, P. R. China 066004	Wilo ELEC CO. LTD.	yes	yes	yes	no
Busan 618-260, South Korea	Wilo Pumps Limited	yes	yes	yes	no
Pune – 411 019, India	Wilo Mather and Platt Pumps Private Limited	yes	yes	yes	no
Pune – 411 019, India (sales)	Wilo Mather and Platt Pumps Private Limited	yes	yes	yes	no
Kolhapur – 416 234, India	Wilo Mather and Platt Pumps Private Limited	yes	yes	yes	no
34956 Istanbul, Turkey	Wilo Pompa Sistemleri A.Ş.	yes	yes	yes	no
Noginsk, Russian Federation	Wilo RUS LLC	yes	no	no	no
2351 Wiener Neudorf, Austria	Wilo Pumpen Österreich GmbH	yes	no	no	no
352 45 Växjö, Sweden	Wilo Nordic AB	yes	no	no	no
1083 Ganshoren, Belgium	Wilo nv	yes	no	no	no
05-506 Lesznowola, Poland	Wilo Polska Sp. z o.o.	yes	no	no	no
H-2045, Törökbálint, Hungary	Wilo Magyarország Kft.	yes	no	no	no

GRI OVERVIEW

GRI standard		Source	Page	UN Global Compact	SDG	Note
1. Organisational profile						
102-1	Name of the organisation	Publishing information	79			
102-2	Activities, brands, products and services	About Wilo	Inside front cover			
102-3	Location of headquarters	Publishing information	79			
102-4	Location of operations	About Wilo	Inside front cover			
102-5	Ownership and legal form	About Wilo	Inside front cover			
102-6	Markets served	About Wilo	Inside front cover			
102-7	Scale of the organisation	About Wilo	Inside front cover			
102-8	Information on employees and other workers	Global responsibility	48	Principle 6		
102-9	Supply chain	Annual Report 2020				
102-10	Significant changes to the organisation and its supply chain	Annual Report 2020				
102-11	Precautionary principle or approach	Sustainability Strategy	6, 7	Principle 7		
102-12	External initiatives	Corporate Political Responsibility Stakeholder Dialogue	10 66		SDG 17	
102-13	Membership of associations	Corporate Political Responsibility Stakeholder Dialogue	10 66		SDG 17	
2. Strategy						
102-14	Statements from senior decision-makers	Foreword	4			
3. Ethics and integrity						
102-16	Values, principles, standards and norms of behaviour	Compliance	60	Principle 10	SDG 8	
4. Governance						
102-18	Management Culture	Annual Report 2020			SDG 8	

GRI standard		Source	Page	UN Global Compact	SDG	Note
5. Stakeholder engagement						
102–40	List of stakeholder groups	Stakeholder dialogue	66		SDG 17	
102–41	Collective bargaining agreements	Additional key figures	73	Principle 3	SDG 8	
102–42	Identifying and selecting stakeholders	Stakeholder dialogue	66			
102–43	Approach to stakeholder engagement	Stakeholder dialogue	66		SDG 17	
102–44	Key topics and concerns raised	Sustainability Strategy Materiality Analysis	6, 7 68			
6. Reporting practice						
102–45	Entities included in the consolidated financial statements	Annual Report 2020				
102–46	Defining report content and topic boundaries	Sustainability Strategy Materiality Analysis	6, 7 68			
102–47	List of material topics	Materiality Analysis	68			
102–48	Restatements of information	–				
102–49	Changes in reporting	–				
102–50	Reporting period	About this report	71			
102–51	Date of most recent report	About this report	71			
102–52	Reporting cycle	About this report	71			
102–53	Contact point for questions regarding the report	Publishing information	79			
102–54	Claims of reporting in accordance with the GRI standards	About this report	71			
102–55	GRI content index		75			
102–56	External assurance	About this report	71			The report has not been reviewed externally.

GRI standard		Source	Page	UN Global Compact	SDG	Note
103 Management approach						
103–1	Explanation of the material topic and its boundary	Sustainability Strategy Materiality Analysis	6, 7 68			The management approach is discussed in the respective section.
103–2	The management approach and its components					
103–3	Evaluation of the management approach	Sustainability organisation	65			
200 Economic disclosures						
201	Economic Performance	About Wilo Smart water systems Energy solutions Smart products	Inside front cover 18 29 32	Principle 9	SDG 6, 8, 9, 13	
203	Indirect Economic Impacts	Corporate Political Responsibility Capacity Devel-opment and Local Employment	10 56	Principle 8, 9	SDG 6, 8, 9, 11, 13, 17	
204	Procurement Practices	Sustainable supply chains	62			
205	Anti-corruption	Compliance	60	Principle 10	SDG 8	
206	Anti-competitive Behaviour	Compliance	60		SDG 8	
300 Environmental disclosures						
301	Materials	Material	38–45	Principle 8: Environment	SDG 9, 12, 13	
302	Energy	Energy and Emissions	25–37	Principle 7, 8, 9	SDG 8, 13	
303	Water	Water	15–37	Principle 7, 8, 9	SDG 6, 8, 13	
305	Emissions	Energy and Emissions	25–37	Principle 7, 8, 9	SDG 8, 13	
306	Effluents and Waste	Water Material	15–23 38–45	Principle 7, 8	SDG 12, 13	
308	Supplier environmental assessment	Sustainable supply chains	62	Principle 7, 8	SDG 6, 13	

GRI standard		Source	Page	UN Global Compact	SDG	Note
400 Social disclosures						
401	Employment	Employees and Society Additional key figures	47–63 73		SDG 8	
402	Labour/Management Relations	Employees and Society	47–63	Principle 6	SDG 8	
403	Occupational Health and Safety	Occupational health and safety	54		SDG 8	
404	Training and Education	Employee development	50		SDG 8	
405	Diversity and Equal Opportunity	Diversity	52	Principle 6	SDG 8	
406	Non-discrimination	Diversity	53	Principle 6	SDG 8	
407	Freedom of Association and Collective Bargaining	Global responsibility	48	Principle 3	SDG 8	
408	Child Labour	Global responsibility	48, 62	Principle 5	SDG 8	
409	Forced or Compulsory Labour	Global responsibility	48, 62	Principle 4	SDG 8	
412	Human Rights Assessment	Global responsibility	48, 62	Principle 1, 2	SDG 8	
414	Supplier Social Assessment	Sustainable Supply Chains	62	Principle 2	SDG 8	
419	Socioeconomic Compliance	Compliance	60	Principle 1	SDG 8	

PUBLISHING INFORMATION

Publisher
WILO SE
Wilopark 1
44263 Dortmund, Germany
www.wilo.com

Contact
Claudia Brasse

E-mail
responsibility@wilo.com

Concept, consulting and design
KorteMaerzWolff
Kommunikation, Hamburg

Photos
AdobeStock
Bundesregierung (Jochen Eckel)
DNP Foto (Frank Fendler)
iStockphoto
WILO SE

RECYCLED
Paper made from recycled material
FSC® C017894

climate neutral
print
www.klima-druck.de
ID-No. 21101826
bvdm.

Wilo uses FSC®-certified paper to produce its printed products and thereby supports sustainable forestry.
This report was printed climate-neutrally.

WILO SE

Wilopark 1
44263 Dortmund, Germany
T +49 231 4102-0
F +49 231 4102-7363
www.wilo.com