WILO

Pumpen Intelligenz.

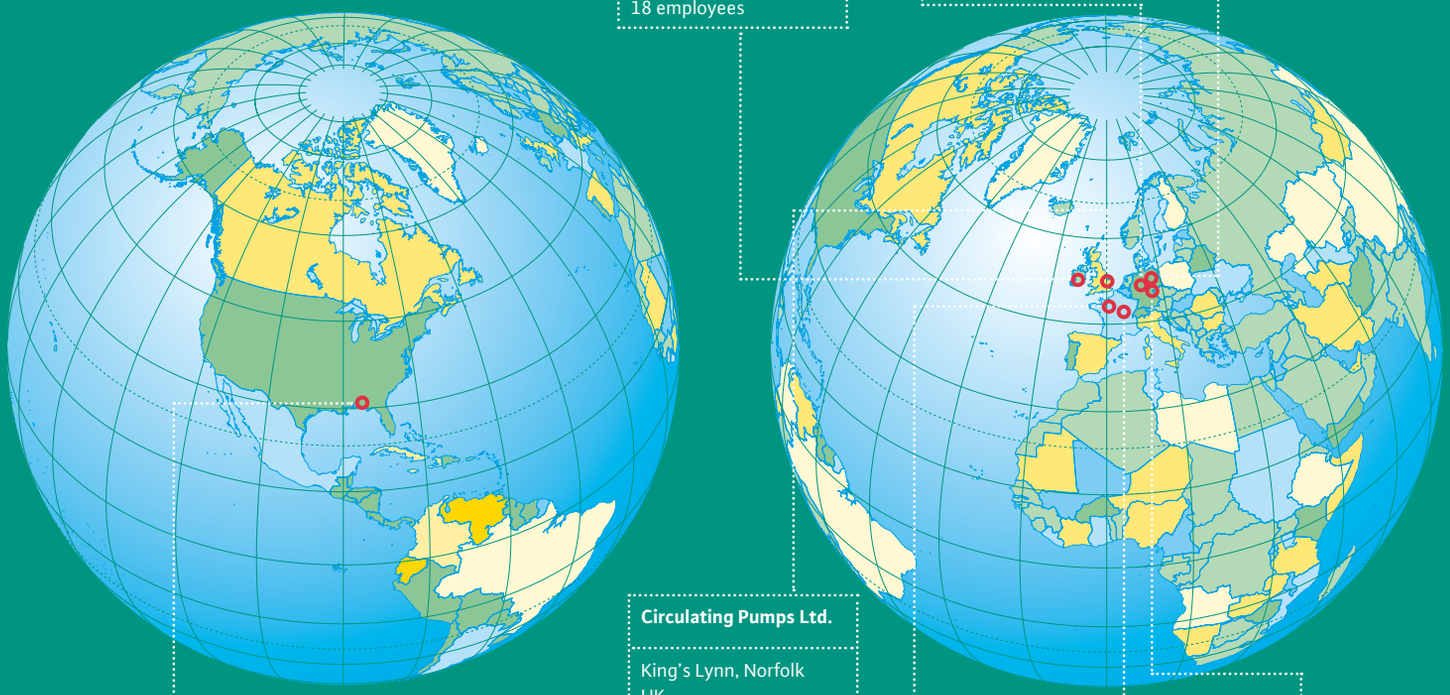
2009

Sustainable in turbulent times

Sustainability Report 2009

Wilo worldwide

WILO SE has its headquarters in Dortmund and is one of the leading manufacturers of pumps and pump systems for heating, refrigeration and air conditioning, water supply and sewage disposal. Wilo is at home all over the world with 13 production sites and more than 50 sales companies.



WILO SE

Dortmund plant
Germany

1,197 employees

WILO SE

Oschersleben plant
Germany

134 employees

WILO Pumps Ltd.

Limerick
Ireland

18 employees

Circulating Pumps Ltd.

King's Lynn, Norfolk
UK

70 employees

WILO-EMU USA LLC

Thomasville, Georgia,
USA

37 employees

Pompes Salmson S.A.S.

Laval plant
France

763 employees

WILO EMU GmbH

Hof
Germany

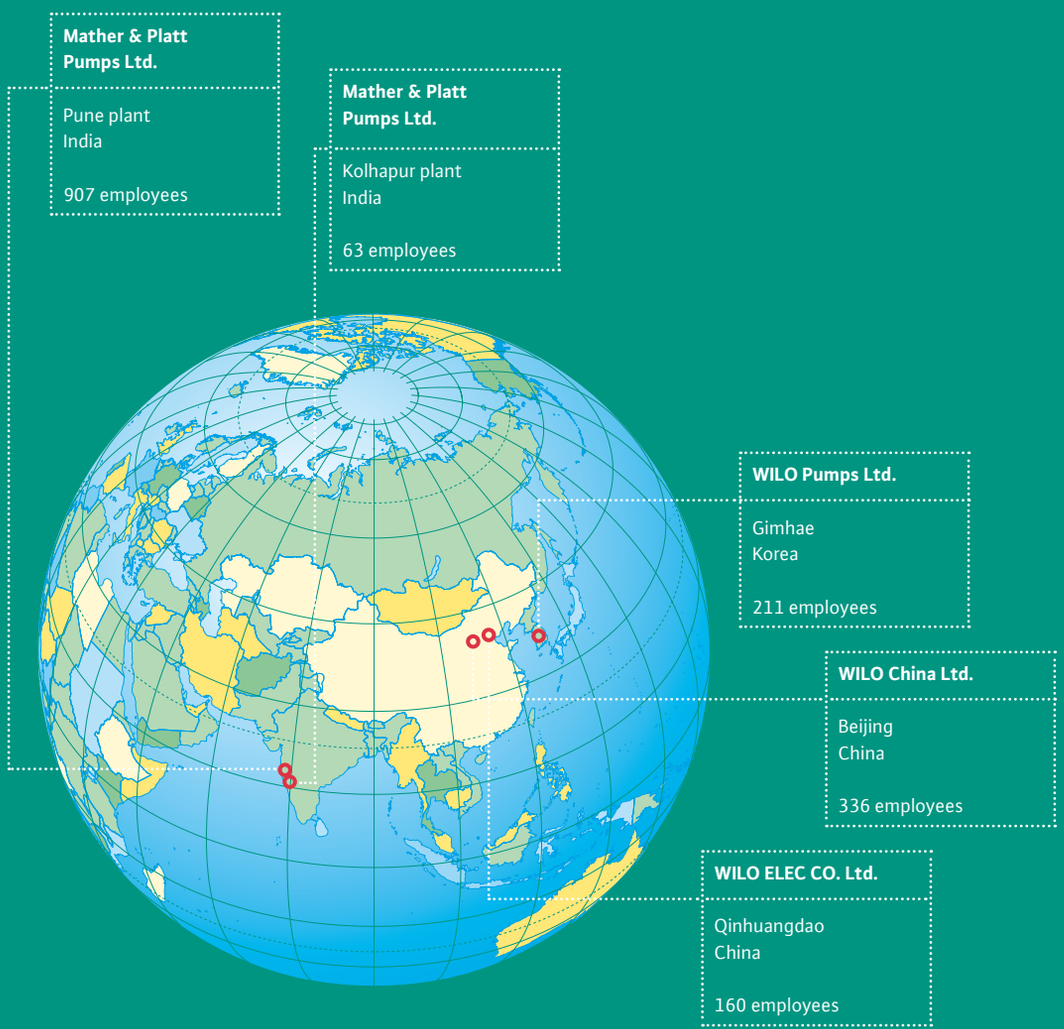
394 employees

WILO Intec S.A.S.

Aubigny
France

371 employees

The illustrations show the production sites of the Wilo Group.
This report is based on the data from these sites (not including USA).
The employee numbers refer to the companies in question and include their entire workforce.



Technological leader with a long tradition

Founded as “Kupfer- und Messingwarenfabrik Louis Opländer” in 1872 as a company trading in copper and brass goods, the company currently employs more than 6,000 people. In 2009, sales amounted to EUR 926 million. Wilo has always made a contribution to technological progress – 1928 saw the world’s first circulation accelerator, 2001 the world’s first high-efficiency pump for heating, air-conditioning and refrigeration applications, and 2009 the revolutionary Wilo Geniax decentralised pump system.

About this report

The Global Reporting Initiative (GRI) is a network-based organisation which has developed internationally recognised rules for sustainability reporting. In order to ensure the maximum technical quality, comprehensibility and relevance in reports, international representatives of companies, workers, professional institutes and of civil society work together in a consensus-based process. See also www.globalreporting.org

Key performance indicators of the Wilo Group

Wilo has based the structure and content of the report on the recommendations contained in the GRI G3 guidelines. The sustainability reports in 2004–2008 listed key figures of the individual production sites for social and ecological performance indicators. In the 2009 report, we are integrating the sites in India, China, the UK and Ireland for the first time, and we have aggregated the individual sites' key figures into one key figure each for the Wilo Group. The plant in Thomasville, USA, has not been included yet. It is not possible to adjust the Group key figure retroactively to prior years due to lack of data. Aggregation to create a Group key figure will be continued in the coming reporting years. In order to make it easier to compare the international sites, the key figures for accidents at work and illness have been adjusted and also aggregated to produce a Group key figure (see also pages 24/25).

Online survey on sustainability

Not only are the key performance indicators shown for the production plants, but statements are made for the first time about the sustainability in other companies of the Wilo Group. These are the result of an online survey conducted with the managing directors of all sites – both production and sales – , which contained specific questions about all relevant sustainability topics within the Wilo Group. The survey had two goals: firstly, it was intended to allow the sites to take part in the sustainability reporting process and, secondly, it is used as an instrument of sustainability management in order to obtain the most detailed information possible. Selected results from the survey are shown in this sustainability report. It should be expressly noted that these statements are only examples of actions within the Group, and are not intended to provide exhaustive coverage. Therefore, this shows that the report is not so much "all about a company", but rather "information provided by a company and its employees". The response rate to this online survey was 50 percent. The authors wish to take this opportunity to express their heartfelt gratitude to those sites which took the time to participate in the survey.

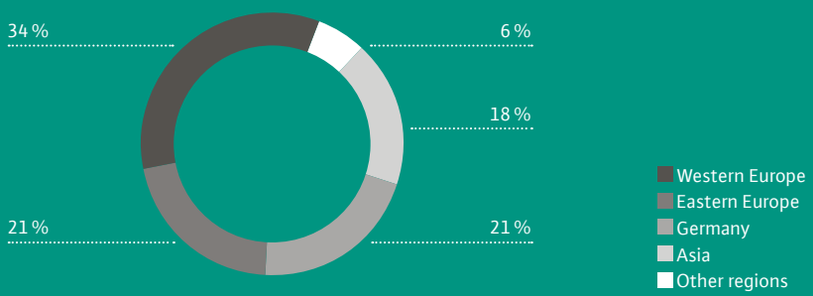
Reporting period

Unless specified otherwise, the reporting period is from 1 January 2009 to 31 December 2009. The one-year reporting interval as well as the German original version and English and French translations, will also be retained in the future.

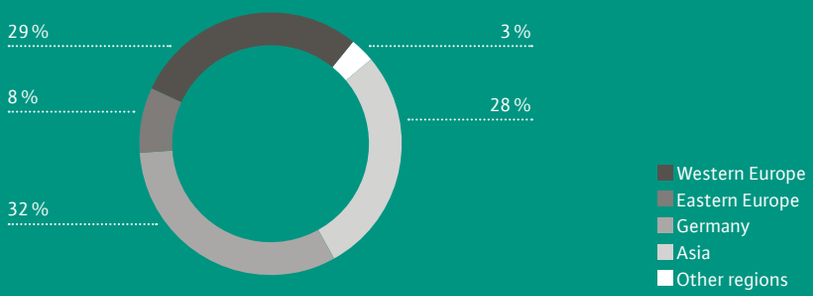
* Cover illustration: "Sustainable in turbulent times" –
Stylised lines of flow in a CFD simulation for calculating the flow conditions in a sewage tank, see page 16

Sustainable in turbulent times

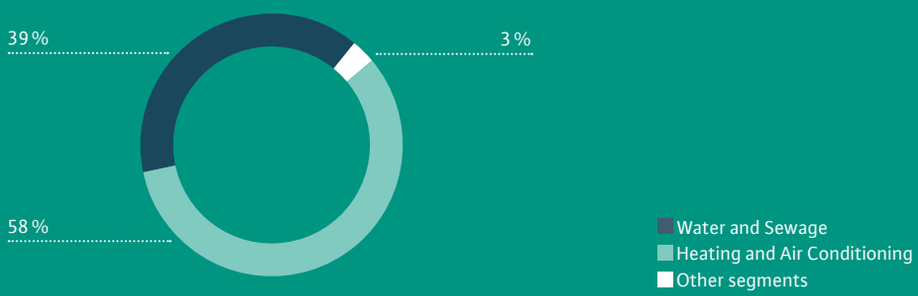
Regional sales in %



Employees by region



Sales by segment in %



During the crisis year of 2009, Wilo provided sustainable proof of the success of its business model. A decline in sales of 5.2 percent to EUR 926.1 million was offset by an increase of 2.6 percent in EBIT to EUR 90.9 million. This excellent liquidity in a challenging financial year is expressed in a cash balance which more than tripled to EUR 140.4 m.

For more information, refer to the Annual Report 2009: **www.wilo.com**

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Foreword by the Executive Board

Dear readers,

As an independent company, we both want to and are able to face today's global challenges – we act in a long-term and forward-thinking manner. We are aware that we have to conserve our resources carefully, that "resource productivity" has to be a significant factor driving our everyday activities. As in the past, we regard the most important contributions we make to the economy and to society as relating to the topics of climate change, drinking water and sewage disposal as well as demographic change in western industrialised nations.

Our three areas of activity in sustainability have been updated in 2009, and clarify the approach: in the area of activity of "International growth with sustainable product innovations", we indicate how our energy-efficient products make a significant contribution to reducing CO_2 emissions and therefore to countering climate change. In spite of the effects of the financial and economic crisis, which visited a decline in sales on us of 5.2 percent to EUR 926.1 million, we increased our research and development budget and further built on our leading technological position.

We also wish to play a pioneering role in terms of energy efficiency in our company: in the area of activity of "Sustainability in production and infrastructure", we wish to reduce the energy consumption of our building stock systematically by means of building energy management. New buildings are built and operated in accordance with sustainability-oriented building standards, such as LEED.

"Our economic growth, the complexity of the latest products and enduring optimisation of our processes – these are the daily challenges we meet, always bearing in mind sustainability."

Dr.-Ing. Holger Krasmann

Since April 2008, he has been responsible for the executive board position of Technology and Production in the Wilo Group, and represents the worldwide production sites as well as research and development activities.

The topic of fresh water supply and sewage disposal for the entire global population is the one to which we assign the highest priority. In this case, we take new approaches to resource bundling, amongst other things: as an active member of the "German Water Partnership" initiative, we make the high level of expertise German water companies possess known internationally, and we are committed to projects in the regions of the world where water is most scarce.

For years now, demographic change has prompted us to act proactively in order to counteract a shortage of specialists. In our area of activity of "Sustainable partnership by tradition", we describe our strategy as follows: we fire the interest of children and schoolchildren in technical topics. We ourselves provide training in the most modern apprenticeship careers, indeed even beyond our own requirements. At the same time, we offer attractive training options for students, helping them take their first step on the career ladder. We provide our employees with an interesting and secure job.

In this sixth Sustainability Report, we have further developed our charter for sustainable company development to "10 Demands we make on ourselves". And we wish to be measured against them. As a family-owned enterprise founded in 1872, we are committed to our base in Germany, to our social responsibility towards our employees and to our societal responsibility as a company.

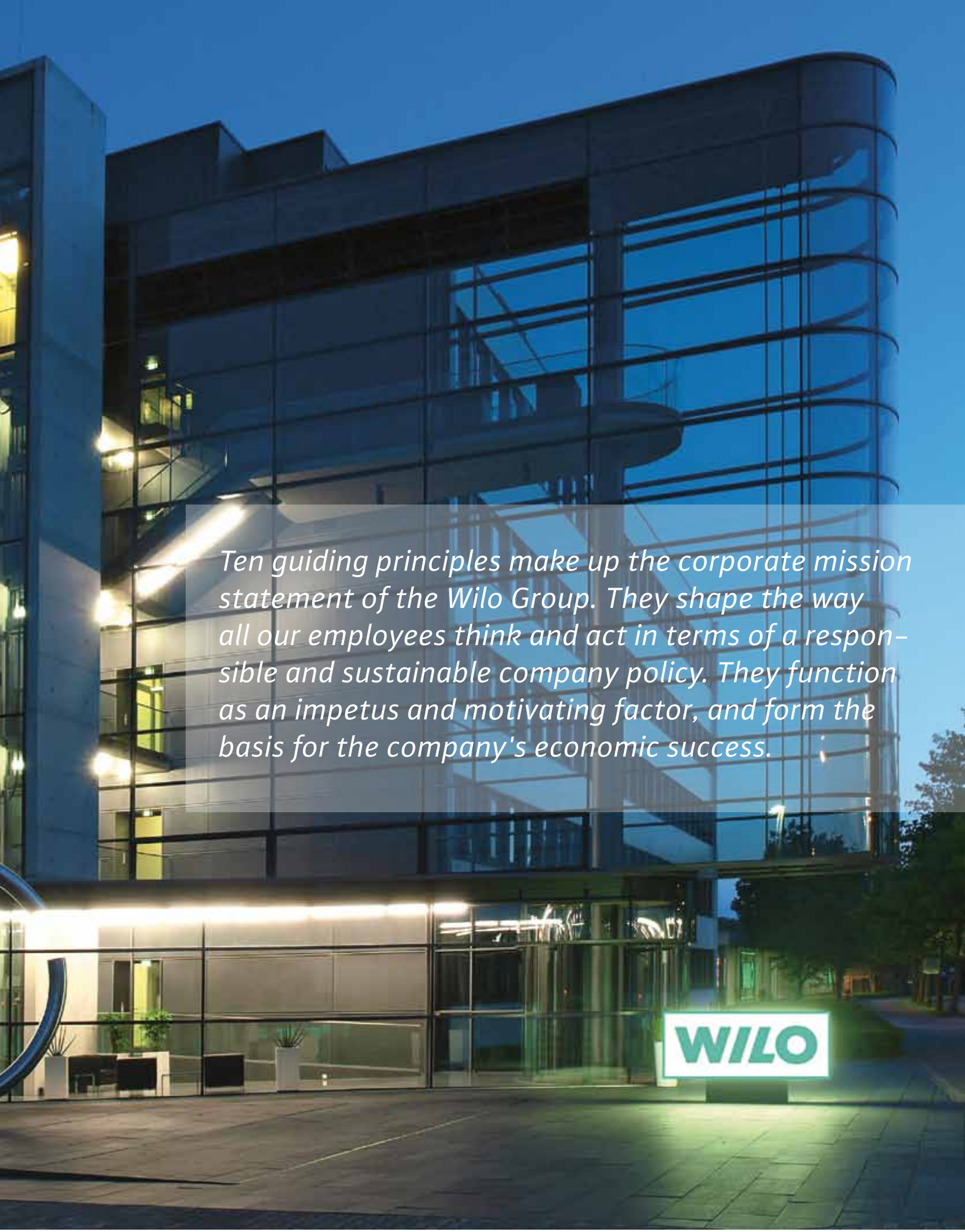
Dipl.-Oec. Oliver Hermes

Dr.-Ing. Holger Krasmann

"With our outstandingly motivated employees and an appropriate expenditure policy, we successfully weathered the stormy times of 2009, and we are now well prepared to face the future."

Dipl.-Oec. Oliver Hermes

Since October 2006, he has been responsible for the executive board position of Finance, Controlling and Human Resources. Since 1 January 2010, he has been the Chairman of the Executive Board of the Wilo Group.



Ten guiding principles make up the corporate mission statement of the Wilo Group. They shape the way all our employees think and act in terms of a responsible and sustainable company policy. They function as an impetus and motivating factor, and form the basis for the company's economic success.

Wilo headquarters in Dortmund, Germany

Corporate strategy

Outlook on the future: Company strategy of the Wilo Group

We are convinced that only change leads to progress – therefore it is essential for us to keep developing our strategy. Wilo has defined strategic objectives for 2015, which are directly derived from our corporate mission statement and which are a response to the future challenges facing the company. We are banking on profitable growth and will be building consistently on our position as a globally acting, independent company. Wilo is strengthening its position as a leader in innovation for this purpose. Another objective is to concentrate even more effectively on customers and customers' requirements in the future. In order to achieve this, our stance is based on three defined market segments, which are the core of our newly formulated company strategy. The **Building Services** segment groups together energy-efficient solutions for heating technology, air conditioning, water supply and sewage removal. In the **Water Management** segment, Wilo offers professional solutions for complex requirements in obtaining drinking water, water purification, water pumping and sewage disposal. Our strength in the **Industry** segment is directed particularly towards applications in process-accompanying peripherals.

> Building Services
> Water Management
> Industry

Outlook on the present day: Sustainability strategy and management at Wilo

Our financial activities give rise to the demand for linking economic growth and social progress with protecting the environment and conserving resources. Therefore, intensive involvement with the global topic of sustainability forms part of our company strategy. In this regard, we place particular emphasis on the areas of climate protection, water management as well as energy and raw material productivity.

Our guiding principles

1. We are customer-oriented.
2. We are performance- and success-oriented.
3. We are innovative and we are continuously improving ourselves.
4. We have confidence in our employees, and we pay attention to their development.
5. We manage our company in a responsible way.
6. We accept responsibility for the environment and society.
7. We represent outstanding, comprehensive quality and application knowledge.
8. We safeguard and develop our key skills in the company.
9. We provide for openness, transparency and flexibility in our organisation.
10. We are a future-oriented family-owned enterprise built on tradition.

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Our areas of activity:

- International growth with sustainable product innovations
- Sustainable partnership – by tradition
- Sustainability in production and infrastructure

In 2009, we defined individual areas of activity – based on our corporate mission, company strategy and internal coordination processes – in which the specific work of sustainability management is made apparent. These involve: international growth with sustainable product innovations, sustainable partnership by tradition, as well as sustainability in production and infrastructure. Under the responsibility of the "Operations" executive board position, Group-wide sustainability management can take effect specifically where many of the important topics arise: in production, in research and development and in procurement. Furthermore, the Human Resources executive board position takes account of topics relating to demographic change in western industrialised nations or appropriate working conditions in developing countries. Above all, however, it is our employees who ensure, through their everyday work, that Wilo discharges its social responsibilities as a sustainably wealth-creating company.

Ever since 2004, our annual Sustainability Report has documented services, key figures and plans relating to our work within the framework of corporate social responsibility (CSR). An important part of the report is the charter for sustainable company development, which is supplemented on a regular basis. For the current report, the charter has been expanded significantly on the basis of the GRI guidelines (see cover flap). In ten items, it provides extensive information about the areas in which Wilo regards itself as responsible for sustainable actions, and what efforts are associated with this. After all, what sustainability amounts to is many individual processes that demand a high level of individual readiness just as much as an appropriately long time frame.

The ten items have been assigned the Roman numerals I–X in the charter, and these numerals are also used in this report to identify corresponding text passages. This makes it easier to find the respective subjects in the report.

IX

In dialogue with our stakeholders

The selection of our stakeholders was once again verified in 2009 in an internal analysis. Individual groups will be surveyed in 2010. In this way, we can better meet their requirements for sustainable activities at Wilo at all times.

Charter for sustainable company development

10 Demands we make on ourselves

I Ethics
We run our international business in accordance with all the relevant laws, regulations and standards.

II Employees
We train and motivate our employees so that they can commit themselves individually to the sustainable development of Wilo in protecting the environment and conserving resources, as well as playing an active role in society.

III Working environment
We strive to make the working environment and conditions safe, motivational and innovative for all employees and at all sites.

IV Product innovation
We promote innovations. The highly efficient way in which our innovative pumps and pump systems operate means that they reduce energy consumption and thereby contribute to cutting CO_2 pollution in the environment.

V Process work
We apply our "Product development guideline", our "Integrated management systems" (quality, environment, health & safety), the Wilo production system, as well as the Total Quality Management method in order to improve our products and processes on a continuous and sustainable basis.

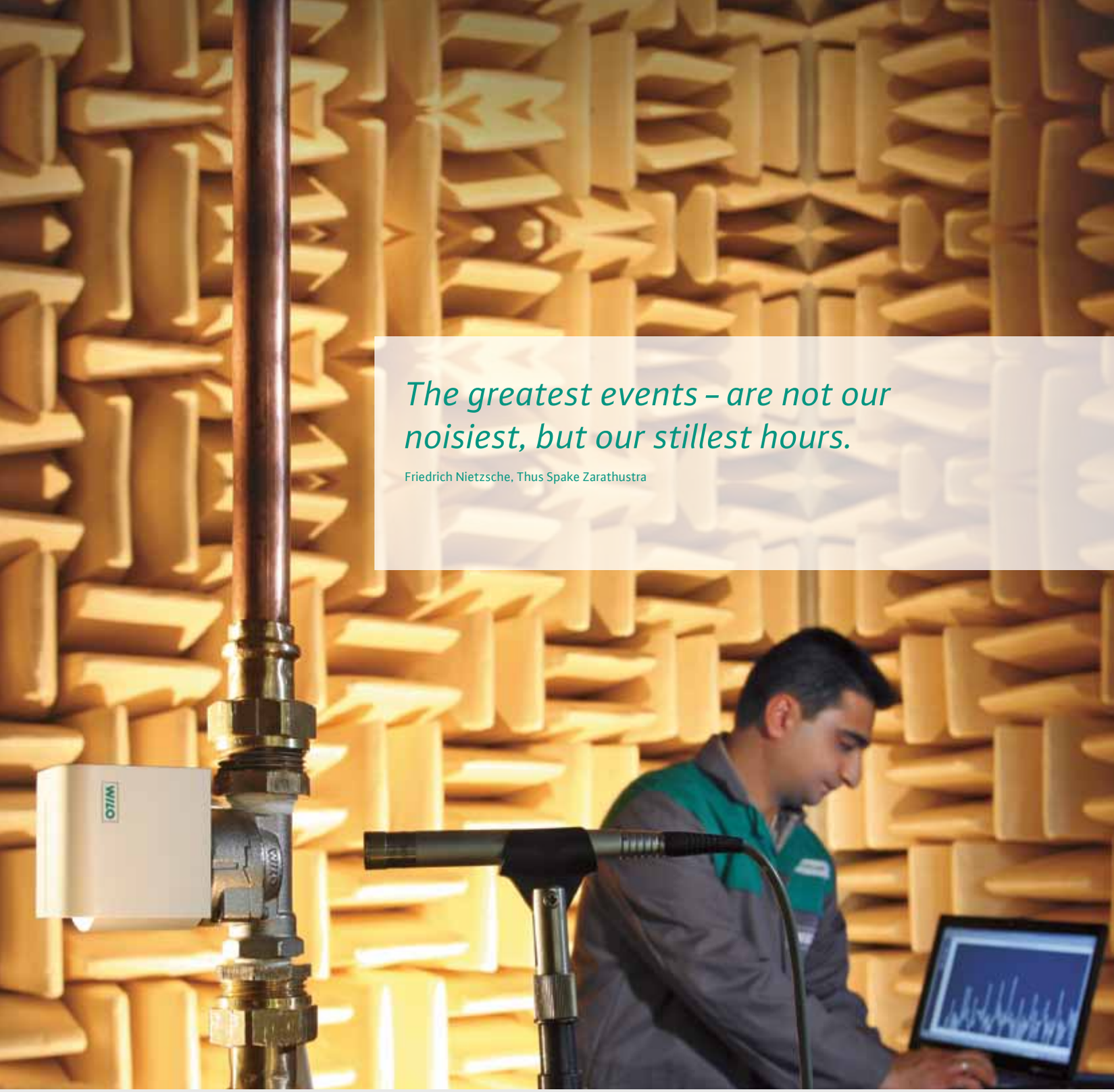
VI Product life-cycle
We take account of the life-cycle of our products with regard to sustainability aspects in development, production, sales, maintenance and disposal or suitability for recycling.

VII Resource productivity
We continuously measure our use of resources and strive to reduce it. We pay attention to reducing or avoiding harmful emissions as well as increasing the recycling quota.

VIII Society
We strive to make any impact of our plants on the neighbourhood and surrounding areas socially acceptable. We take our responsibility as a corporate citizen seriously.

IX Involvement with stakeholders
Our sustainability approach derives from continuous contact with our stakeholders and from an intensive and critical commitment to the public debate on this matter.

X Continuous improvement
We challenge all interested and affected parties to support us actively and creatively in our striving for sustainable economic activity.



The greatest events – are not our noisiest, but our stillest hours.

Friedrich Nietzsche, Thus Spake Zarathustra

Milestones in global sustainability policy

1972

UN conference in Stockholm (ECO I) Resolution on establishing the UN Environmental Programme (UNEP), first UN world conference on the environment, initiation of an international environmental policy, 5 June is made Day of the Environment

1987

Brundtland report by the World Commission on the Environment and Development (WCED, "Our Common Future") Definition of the term "sustainable development", report recommends that industrial nations reduce their consumption of energy, water, minerals and natural resources

1988

Wilo Star-E The world's first electronically controlled heating circulation pump is launched onto the market

An acoustics engineer qualifies and validates Wilo pumps with regard to their acoustic and vibration properties, in this case the Wilo Geniax, in the acoustic cabin with a sound-absorbing, wedge-shaped lining in Dortmund, Germany.

International growth with sustainable product innovations

Political instruments increase the pressure to innovate in product development

IV

By now, many countries are making increasing use of political instruments to mitigate the effects of climate change. Our time line at the bottom of the page illustrates some milestones in global sustainability policy, which have without doubt had a significant influence on this development. Wilo was directly affected and had already adopted a pioneering role from an early stage.

On the European level, the Ecological Design Directive on Energy-using Products (EuP) set new standards in terms of the energy efficiency of products. As a result, from 1 January 2013 onwards, only high-efficiency heating pumps with the energy efficiency index EEI 0.27 will be permitted on the European market, corresponding to energy efficiency class A. The energy efficiency classes are derived from the energy efficiency index (EEI) by calculating the ratio of a pump's average capacity to a reference capacity under defined application conditions. From 1 August 2015 onwards, the requirements are going to be increased again by about 8 percent and the EEI reduced to 0.23. Even today, Wilo offers a complete assortment of highly efficient individual pumps which meet these requirements.

http://ec.europ.eu/energy/efficiency/ecodesign

The carbon footprint (CO_2 balance) is regarded as an international standard for energy efficiency. We want to measure up to this in future, therefore we use the MEEuP* methodology to improve the CO_2 balance of our products. However, we need to bear two things in mind.: Firstly, there are still no uniform international methods or standards in place for calculating the carbon footprint, therefore comparing this data becomes extremely difficult. Secondly, one of the characteristics of our products is that up to 90 percent of the CO_2 is produced due to the consumption of electrical energy during use. To this extent, the carbon footprint of the production phase is rather unimportant. However, using our pumps contributes to a consistent energy saving and as a result – following the failure to achieve a new, binding climate protection agreement in Copenhagen – makes it possible to achieve climate protection as an independent initiative. The examples from our market segments show how this works.

* MEEuP: "Methodology of Evaluation of Energy-using Products". The code of practice developed on behalf of the European Commission defines how the individual product studies should be carried out within the framework of EuP.

1992

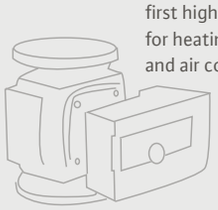
UN Conference on the Environment and Development in Rio de Janeiro Approval of Agenda 21 – an international programme of action aiming for sustained development in the 21st century, the framework convention on the climate change is approved with the target of cutting greenhouse gas production in the year 2000 to the level of 1990 and comes into force in 1994, "Rio Declaration" on sustainable development and environmental protection

1997

UN Climate Conference in Kyoto Adoption of the Kyoto Protocol as the first international agreement establishing binding targets for greenhouse gas emissions (running until 2012), its goal: reducing emissions by an average of 5.2 percent compared to 1990 (EU states: 8 percent)

2001

Wilo Stratos The world's first high-efficiency pump for heating, refrigeration and air conditioning



In Germany, the Energy Saving Ordinance (EnEV) is a component of German building law and supports energy-saving measures. An additional signal was given by the German Federal Government in 2009: EUR 200 million was made available by the Reconstruction Loan Corporation (Kreditanstalt für Wiederaufbau – KfW) for specially promoting high-efficiency circulation pumps. Every German citizen who exchanged an old heating pump for a high-efficiency product carrying the energy label A was able to claim back 25 percent of the invoiced amount. From 1 April 2009 to 31 March 2010, about 250,000 promotional claims were submitted according to the KfW, which further reported that almost 140,000 had already been approved. During this period, Wilo sold about 60 percent more high-efficiency pumps in the Stratos series in Germany than in the same period of the previous year.

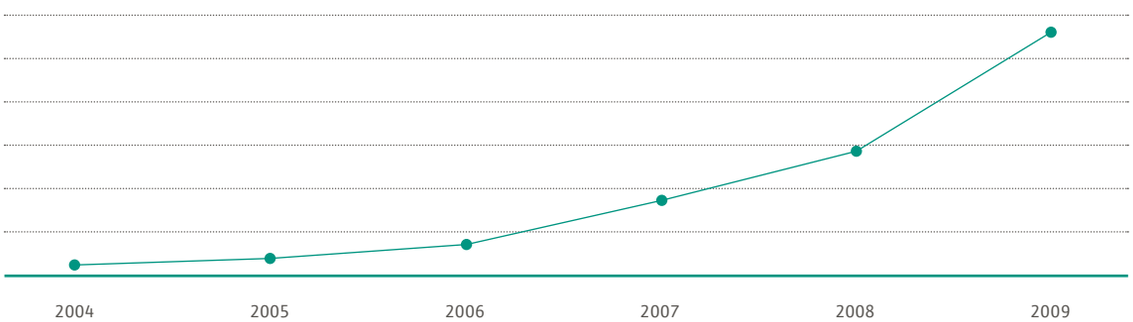
”Sustainability needs innovations. Innovations lead to more sustainability“

Prof. Dr.-Ing. Hans-Jörg Bullinger, President of the Fraunhofer Society

The signs are that updating the Energy Saving Ordinance (EnEV) in 2012 both for new buildings and for building modernisations will result in the energy requirements being tightened by almost a further 30 percent. As a result, high-efficiency products will achieve an even stronger market position.

Development in market share of Wilo high-efficiency pumps

Energy efficiency class A



2002

Global summit for sustainable development in Johannesburg The largest environmental summit of all time (more than 50,000 delegates from 191 countries), action plan for sustainable development, however without setting a timetable

2009

Wilo Geniax The revolution in heating technology: the first decentralised pump system in the world (www.geniax.de)

2009

Copenhagen 2009 Failure of a new, binding climate protection agreement for the period after 2012, declaration of intent to limit global warming to 2 °C

Building Services market segment

Geniax: Ingeniously decentralised

How much energy does the decentralised Wilo Geniax heating pump system save compared to a conventional heating system? To answer this question, the heating systems to be compared were installed in two identical detached houses on the outdoor test site of the Fraunhofer Institute for Structural Physics (IBP) in the Bavarian town of Holzkirchen. One house was fitted with a conventional heating system with a central circulation pump and manually operated thermostatic valves, the other house was equipped with decentralised pumps from the Wilo Geniax system. Measurement was carried out under realistic conditions: the IBP compared the actual temperature profiles in both buildings, the electrical auxiliary energy consumption as well as the amount of gas consumed by both heating systems. The first measuring period was from 1 October 2009 until 10 January 2010.

The measurement results were clear: The total primary energy saving achieved by the Wilo Geniax pump system was 603 kWh or 21 percent compared to the reference system with a central circulation pump.

This is how Geniax works: A central control unit with the latest computer technology detects the particular current heat requirement of every single room, and ensures that each radiator is individually provided with precisely the amount of heat that it needs. This is done with the help of intelligent miniature pumps which replace the thermostatic valves on the radiators. Pumping only takes place when heat is really needed, and even then only in the particularly required amount (needs-based supply). As a result, the entire heating system remains in an optimum condition at all times both in terms of energy efficiency and comfort. Using room user interfaces, not only is it possible for the user to set the temperature for each room individually, but also – in order to save energy – various reduction times can be programmed in the daily and weekly profile.

Source: Fraunhofer IBP

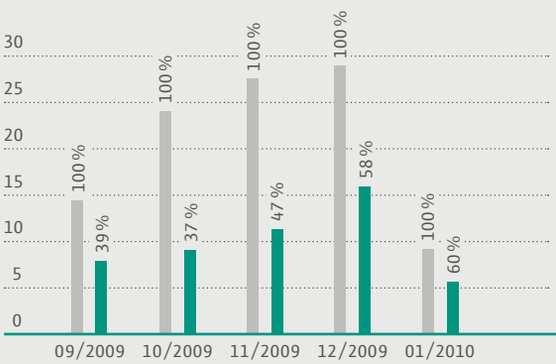
IV

Deutschland
Land der Ideen

Ausgewählter Ort 2009

Land of Ideas In recognition of its Wilo Geniax decentralised pump system, Wilo was honoured by the "Germany – Land of Ideas" initiative headed by Federal President Horst Köhler.

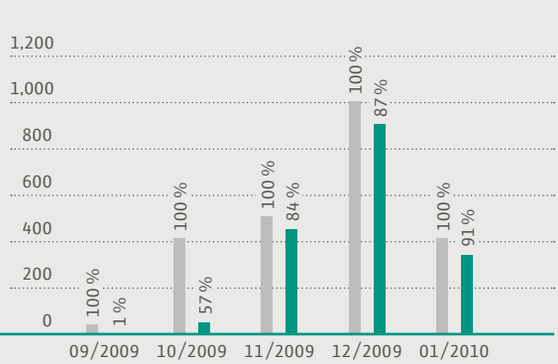
Electricity consumption in kWh
Wilo Geniax/conventional heating



Total power consumption, heating period up to 10 January 2010:

Reference house (thermostatic valves)	102 kWh	100 %
Wilo Geniax house	49 kWh	48 %

Gas consumption in kWh
Wilo Geniax/conventional heating



Total power consumption, heating period up to 10 January 2010:

Reference house (thermostatic valves)	2470 kWh*	100 %
Wilo Geniax house	1989 kWh*	80 %

–20 %
Heating energy

*The values relate to calorific value utilisation (here: propane 13 kWh/kg)
Source: Fraunhofer IBP

Water Management market segment

The world's reserves of fresh water are diminishing. Even today, 1.1 billion people worldwide have no access to clean potable water; 2.6 billion people have no sanitary facilities; according to UNICEF, 3.6 million people every year die from the consequences of contaminated drinking water. The UN Millennium Goals were formulated in 2000 against this background: by 2015, the number of people without access to potable water and sanitary facilities should be reduced by 50 percent. This was stressed once again by heads of state at the global summit held in Johannesburg in September 2002.

Member of
German Water Partnership

www.germanwaterpartnership.de

The aspect of "water management" is exceedingly complex, and it is clear that political and economic activities will need to be combined. As a result, major players in the water management in Germany on 8 April 2008 founded an initiative called the German Water Partnership (GWP). Five government ministries supported this move. Wilo is a founding member and is represented on the board. More than 260 members from all areas of the "world of water" are currently active in fields of application all over the world.

Intelligent pumping for Jordan

The commitment of WILO SE to the German Water Partnership initiative led to a public/private partnership project being created in Jordan under the aegis of the German Federal Ministry for Economic Cooperation. In this project, Wilo is cooperating with the German Society for Technical Cooperation (GTZ), a federal enterprise which is active all over the world. The two partners are sharing the costs, responsibility and successes equally in each case. The starting point for this commitment in the Middle East is the precarious situation of water resources in the Kingdom of Jordan. The lack of water cannot be overcome by the approximately 800 pumping stations that are in operation and are in some cases not only inefficient but very likely to break down. The solution the Jordanian government has in mind is to privatise the pumping companies: maintenance and repairs are to be made more professional through outsourcing.

From left to right:

"Baquarria" pumping station in the Al Balqua/Salt region in the Kingdom of Jordan

30 technicians, electrical engineers, and engineers from the Water Authority Jordan (WAJ) took part in the training offered by Wilo for an optimum operation of pumping stations.

Opening ceremony of the renovated pumping station with representatives of the WAJ, GTZ, DED and WILO.

The pilot project entitled "Pump replacement in the drinking water pump station Baquarria" took place in 2009 and involved the exemplary modernisation of a pumping station which supplied about 50,000 people with potable water. The old pumps were operating with an efficiency of only 30–35 percent, vibrations were causing wear and tear, leading to a reduced service life, and further increasing the energy demand. The pressure pipe connecting the pumping station to the collecting basin located some four kilometres away had been damaged because it lacked bleed valves and monitoring mechanisms. It was leaking continuously and was susceptible to unauthorised water draw-offs.

Wilo not only supplied new equipment to Jordan, but also and above all expertise. The old pumps were replaced with two highly efficient pressure shroud pumps (73 percent efficiency), while monitoring and energy saving systems were installed. Now, the pumping system can pump twice the volume of water into the reservoirs – at least during the more rainy winter season and it uses less energy to do so. All the work was carried out by a local company under the direction of Wilo experts. Training courses have enabled the local workforce to operate not only the pilot pumping station but also other stations in a proficient manner. IV

The operations will continue to be monitored by Wilo until the end of 2010, since the energy saving to be achieved has been contractually agreed. The first measurement results could be published at the start of 2010: the system was successfully optimised, doubling the volume flow and eliminating damage and unauthorised extractions. Moreover, it was possible to measure a clear increase in efficiency in terms of energy consumption: it fell by about 10 percent (although the volume being pumped had been doubled), which results in an annual saving of about 250,000 kWh or EUR 37,500 (assuming an average electricity price of EUR 0.15/kWh).

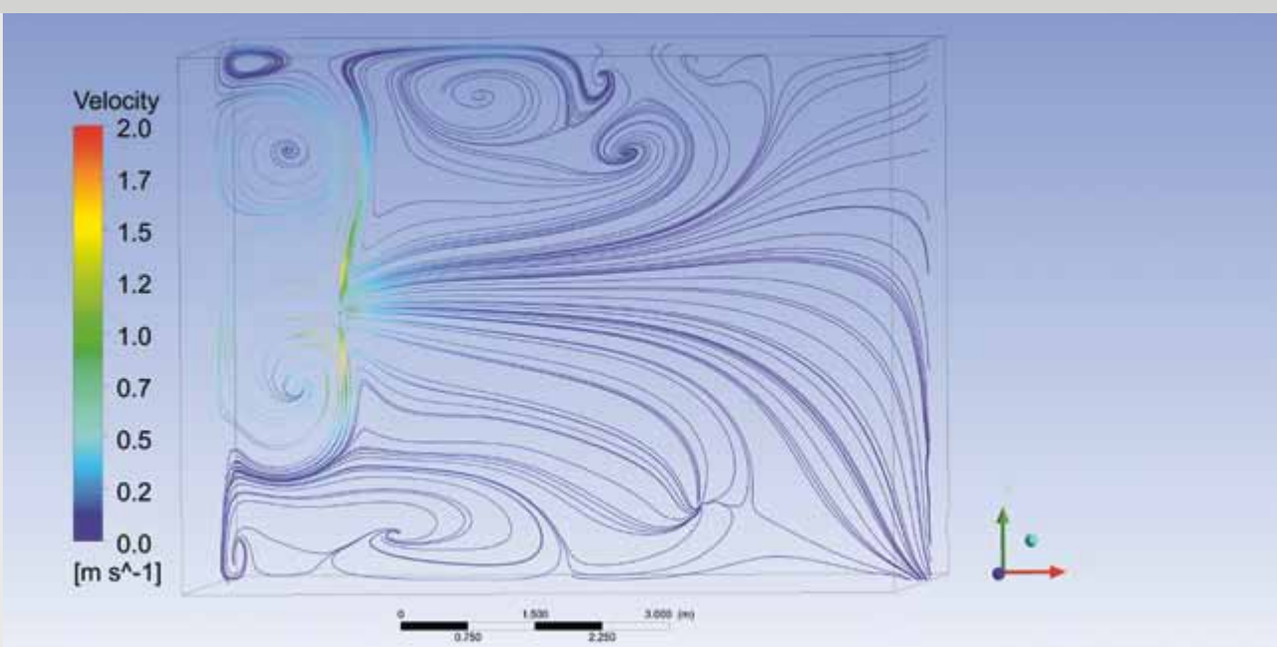
Efficiency in the treatment basin

Often, electricity is consumed in locations where one might not suppose such consumption would occur – or where it is invisible to most people. One example concerns municipal wastewater treatment plants. These plants are usually located well away from residential areas in order to expose the population as little as possible to the necessary but sometimes unpleasant process of clarifying the drainage, sewage and wastewater. As a result, the public is not generally aware of the problems relating to the topic of drainage and sewage or of the fact that wastewater treatment plants, for example, account for a high proportion of the total electricity consumption of a local authority.

However, the need for drainage and sewage treatment has long since ceased to be disputed. Western European cities grew increasingly rapidly during the industrial revolution, and the increasing amounts of wastewater and sewage as well as domestic faeces resulted in catastrophically bad conditions of hygiene. Towards the end of the 19th century, systematic cleaning of sewage began, which had previously been discharged untreated into the rivers. Initially, methods were developed to remove solid constituents from the water using rakes. Then, simple pits, and later sedimentation tanks, were used for separating out settleable materials. Modern wastewater treatment plants such as those we know today began to be built in the 1970s. Biological cleaning stages were added, in which the decomposable carbon as well as nitrogen and phosphorus are eliminated. Nowadays, test plants are already being operated to study the possibility of recovering the valuable phosphates.

Wastewater and sewage treatment is a highly complex process. The more substances are to be removed from the water, the more energy has to be used. In the activated-sludge tanks of the biological stage, for example, slowly turning mixers rotate 24/7 – the energy required by all the mixers in Germany's wastewater

CFD simulation calculating flow conditions in a sewage basin



The block represents a basin filled with water (as a simplification for sewage). An immersed propeller paddle (shown on the left) moves the water, as indicated by the lines of flow. The colours of the lines of flow correlate to the flow rate (velocity). The lines of flow are the result of what is referred to as a CFD simulation*. The result shows that the agitator power and agitator position are suitable for maintaining the entire content of the basin in the required state of motion.

*CFD: Computational fluid dynamics

treatment plants amounts to about 300 GWh annually. This certainly is one reason for German municipalities, as end users of the plants, to keep a very close eye on energy consumption. According to information from the German Federal Environment Office, municipalities expend on average 20–60 percent of their overall electricity costs on operating wastewater treatment plants (depending on the proportion of their local energy generation). Depending on the type of plant, mixers account for up to 15 percent of the total electricity budget of a wastewater treatment plant.

Wilo has set itself the task of steadily reducing this proportion. The hydrodynamic design of the mixer paddles is only one of many parameters which must be taken into account when selecting the appropriate solution for a treatment basin. Other influencing factors that play a role include the size and shape of the treatment basin, the treatment process, the aeration system, the consistency of the sewage, the propeller diameter and speed of rotation, as well as the number of mixers in the basin.

Nowadays, many interlinking parameters influence the optimum functional capability of a treatment basin, and these can only be approximated in simulations; one result is shown as an example in the illustration on the opposite page. In this case, elaborate calculation methods are used to arrive at the principal parameters, and are supplemented by empirical values obtained in many years of experience. The results will be entered into a configuration software which creates all the necessary planning documents. These are then made available by Wilo to the users in order to allow intelligent planning of this complex system. A calculation of the life-cycle costs shows that converting the system to the new generation of Wilo EMU Maxi and Megaprop submersible mixers leads to an energy cost saving of 10 percent – meaning that the modernisation quickly pays off.

IV VI

Left: Heilbronn wastewater treatment plant – activated-sludge tanks in flooded and drained condition

Right: Installation situation of a Wilo Megaprop in a wastewater treatment plant

Our employees are our strength – this is how we have formulated it in our mission statement. By working with them in a spirit of partnership, we feel ourselves clearly bound to the values of a family firm.

Training for some employees of the Water Authority in Zarqua, Jordan, in a central workshop on repairing submersible pumps

Sustainable partnership – by tradition

Our commitment to young people

Considering the demographic change taking place in Germany, it is no surprise that the lion's share of the work undertaken by human resources departments is concerned with attracting and retaining well qualified junior staff. The number of young people available to receive thorough training is declining. At the same time, missed opportunities in education policy are restricting access training of this kind – many schoolchildren lack elementary knowledge. The result: when it comes to specialists, Wilo finds itself competing fiercely with other technology companies. Our subsidiaries outside Germany, on the other hand, and particularly in developing countries, have to meet different challenges. There, it is important to communicate knowledge within the country and to keep it there. Many of our subsidiaries run their own training courses in order to ensure that this is the case. Furthermore, there are exchange programmes between the companies. In this way, we make sure that our expertise is utilised throughout the company.

For us, it is important to find employees who can identify with our values and put them into practice actively in their lives. Accordingly, it is important for us as a traditional company to keep our feet on the ground at the same time as taking a visionary approach, as well as dealing with one another in a way that respects values and intercultural differences. To achieve this goal, we take part in recruitment events and the university milk round, as well as cooperating with kindergartens, schools and colleges, and taking part in student bursary programmes. Thus, we communicate in a targeted manner with all age groups, foster an interest in technology and position Wilo as a (top) employer.

In general, all companies in the Wilo Group pursue the objective of offering young people a training partnership which is designed for the challenges of the future. As far as we are concerned, it is not just technical knowledge that counts, but also the social skills of our young employees. Wilo offers apprenticeships in the industrial, technical and commercial areas. Furthermore, it is possible to complete a Bachelor of Science or Bachelor of Arts degree at Wilo in Germany by following an integrated degree programme.

Awards as a fair company and top employer go to show: Wilo is an attractive, forward-looking and secure address for employees. Training and continuing education form part of this, as you would expect, just like a broad range of measures (run at the level of the individual subsidiaries) which relate to health provision, health & safety, and to campaigns providing for a pleasant working environment.

In spite of the financial and economic crisis, and not least because of a thoughtful personnel policy and the great flexibility shown by our employees, Wilo has been able to avoid short-time work and compulsory redundancies in Germany and France.

Children's holiday party

In order to excite interest in our products, we organise the "Pimp your Pump" event at the children's holiday party in Dortmund's Westfalenhalle for children up to 14 years. On this occasion, children can approach our product range in a spirit of playfulness.

Children and schoolchildren Children and schoolchildren Children and

Cooperation schools, do-camp-ing

We reach out to young people aged 14 years and above in our cooperation schools in which Wilo trainers also provide technical teaching. In the "Wilo classroom", information is provided about all aspects of work placements and applications. However, we also offer young people the opportunity for a first career orientation through our support of regional school projects, the Girl's Day or school placements. Older teens between 17 and 18 who have already set their sights on further education can experience technology right up close at the Dortmund Technical University in the "do-camp-ing" campaign.

In recognition of its numerous activities aimed at motivating children and young people, Wilo was awarded a membership of the "Future through Innovation (zdi) Education Region Dortmund" in 2009. The objective of zdi is to get kindergarten children as well as schoolchildren interested in natural science and technology topics as well as career opportunities.

Awards for apprenticeships

In 2009, we were delighted to have two examination candidates who won awards at the municipal and regional level. Wilo itself awards a prize to the best junior staff. The best apprentices on the programme to qualify as system mechanics for sanitary, heating and air-conditioning technology in North Rhine-Westphalia (NRW) won the Wilo NRW Advancement Award. The Wilo East Advancement Award 2009 went to the "HandWerk stiftet Zukunft" foundation. This initiative supports apprentices who have learning difficulties with theoretical and practical processes, or who are completing their apprenticeship under difficult conditions.

An example from India

Mather & Platt India offers both training in the company and trainee programmes. In 2009, 54 people completed a one-year training course in the company – this offers them good prospects for the future because this industrial education is also valid outside the company and is recognised by the Indian government.

Apprentices Apprentices Apprentices

Number of apprentices in Germany

Number of workers receiving early training in the company – Wilo Group 2009

207

The total is made up of sites in Germany, France and India

Advancement of students in India and China

For two development engineers at ARTEC India, a department of the Dortmund Research & Technology Center in Pune, India, work by no means finishes when it is clocking-off time. They have chosen to study for the further qualifications of "Master of Technology" and "Master of Engineering", both of which degrees are awarded for studies in the field of Heat Power (Thermal Engineering). Wilo is paying for the evening classes of both employees.

In order to strengthen the brand in the most important industries, and above all to increase awareness of the brand amongst students, Wilo China visited six universities which enjoy a good reputation in the pumps and sanitary, heating and air-conditioning technology sector. In total, it was possible to speak to 221 students directly; 155 of them submitted their CV, and 33 took part in a second round of interviews. The "campus campaign" is regarded as the basis for sustainable development and establishing a network of talented young people at Wilo in China.

Students Students Students Students Students

Environmental technology course

Hof University, a member of the "Hof Water" skills network, is planning to launch a new course in environmental technology for the winter semester starting in 2010. Students will acquire the degree of a Bachelor of Engineering and will focus in particular on the aspects of chemistry, water and energy efficiency. WILO EMU GmbH is based in the city of Hof and is a member of the skills network. It also holds a chair on the committee setting the course curriculum – this way, the company is situated directly at the source of academic junior staff.

Fair company

Just dipping a toe in the water or expanding their knowledge – about 200 workplacement students are accepted by our companies in Germany every year. We have committed ourselves to ensuring that they are in good hands.

Working well, safely and happily: Opinions from the Group companies

We conducted an online survey of the managing directors of all plants and subsidiaries, asking them about the topic of "Sustainability at Wilo". Amongst other things, we wanted to know how the individual companies are handling the topics of occupational health, health & safety at work and the working environment (see also the section "About this report", inside the front cover). All answers reveal a high level of awareness of these topics. Accordingly, many of our sites place great value on regularly informing and training their employees. The frequently stated standards in the area of health provision include general health checks and special programmes such as flu vaccinations, ergonomics in the workplace or help to quit smoking.

WILO Pumps Korea sets an example

The campaign for a healthy working environment features a wide portfolio of activities: reducing the consumption of nicotine and alcohol, eating a healthy diet – with additional information about ingredients, sports and regular medical checks. One major success of the campaign is the "Excellent Healthy Workplace" award given to WILO Pumps Korea by the municipal government of Gimhae.

Wilo Pumps Korea

Top left:
Fitness room

Top right:
"Excellent Healthy Workplace" award

Bottom left:
Winners at the tombola

Bottom right:
Room for relaxation and massage

Commitment to our employees

II

"Building system" – a comprehensive approach

They are the first of a new breed: in February, 43 of our employees received their graduation certificates for completing the course "Application Consultant for Building Automation VDI[WF]". What is special about it? Wilo needed a specific further-education course for Wilo planners/consultants, Wilo field force staff and for our technical trainers, and therefore got together with the VDI organisation and Gelsenkirchen College to design this two-year course which is unique in the German-speaking countries. The participants in this practically oriented course study topics such as electrical engineering, measuring, monitoring and pump management. As a result, they gain an interdisciplinary and systematic knowledge of products and processes in order to provide optimum consulting and support for planners and developers regarding aspects relating to building automation.

Employee survey

In the past few years, we have regularly surveyed our employees at all sites concerning various topics – initially at national level and subsequently also internationally. The last survey announced for 2009 had to be sidelined, but plans of action are currently being developed. According to those, the next survey will take place in 2012, and once again it will be on an international level.

The Group key figure is an aggregate value for the production companies in the Wilo Group, not including Thomasville, USA. For the first time, plants in China, India, the UK and Ireland are included. The date for the sites which previously reported separately have remained approximately constant during the reporting period.

Aggregation to create a Group key figure will be continued in the coming reporting years. Regarding the composition of the key figures, see also the section "About this report", inside the front cover.

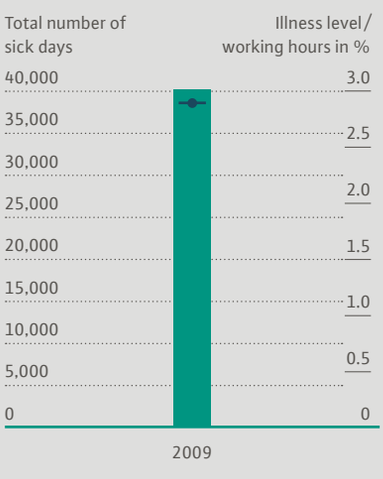
Employee key figures – Wilo production companies **2009**

Employees	Overall	4,702
Proportion of jobs held by women	in %	30
Proportion of jobs held by men	in %	70
Proportion of jobs held by people with disabilities	in %	2.3
Fluctuation rate	in %	3.8

Accidents at work – Wilo production companies

In the laboratory, an employee is preparing an endurance test to examine components. Dortmund, Germany

Illness levels – Wilo production companies



The key figures for accidents at work and illness levels have been adapted to the standards of the Global Reporting Initiative (GRI) in order to facilitate comparison:

Accident at work: This shows, firstly, the total number of accidents per year as well as, by comparison, the number of accidents in relation to the total working time in hours (accident rate). The number of accidents at work at the sites which previously reported individually decreased, and markedly so in some cases, at each of the sites during the reporting period. No fatal accidents occurred during the reporting period. The overall key figure is in line with what would be expected for internationally operating companies in the engineering/plant construction sector.

Illness level: This shows, firstly, the total number of sick days per year, and secondly, the number of sick days in relation to the total working time in hours. The illness level for the sites which used to report individually increased slightly during the reporting period in Dortmund, Oschersleben and Laval, but fell in Hof and Aubigny. The overall key figure is in line with what would be expected for internationally operating companies in the engineering/plant construction sector.

Aggregation of the two key figures to produce one group key figure each for the production companies will be continued in the coming reporting years.

VIII Our commitment to society

Social commitment is a matter of course for Wilo. We take it so much for granted that we don't even report on many volunteer activities. We pay the greatest respect to all those who get involved in many ways.

A special present

Ever since the year 2000, employees of WILO Pumps Korea have been committed to doing voluntary work in their local community. In 2009, they visited a day-care centre for old-age pensioners in order to spend some time with the people there.

"We organise blood donations, we have formed an employee initiative to clean up the nearby river, and when we build new buildings, one of the things we pay attention to is avoiding forest degradation."
Mather & Platt, Pune, India

The Smile of a Child

WILO Hellas sponsors "To Hamogelo tou Paidiou" (The Smile of a Child). The organisation shelters abused, exploited or orphaned children and gives them a new home. It receives donations such as Wilo pumps, clothing or toys as well as money from the employees.

The struggle against cancer

A team of employees of WILO-EMU USA LLC took to their heels in the 24-hour "Relay for Life" organised by the American Cancer Society. During the course of the campaign, the runners were able to raise USD 3,000, which was then donated to the cause.

WILO Foundation

The WILO Foundation was founded in 2006 by Dr. Jochen Opländer and his sons. It has set itself the goal of providing an impetus in research and academic fields for better conservation of natural resources as well as sustainability in modern building technology. For this purpose, they make EUR 80,000 available every year for sponsoring and motivating young academics. The selection process is handled by an independent board of trustees assembled from well-known representatives from the worlds of academe and industry.

Recycling with a social background

Recycling materials and giving disadvantaged young people a chance: this is the path taken by the Christian Association of Youth Villages (Christian Jugenddorfwerk, CJD) in Dortmund. In the certified specialist waste treatment company located on the site of the former Germania colliery, 29 employees (15 of whom have degrees of disability of at least 50 percent according to the German "GdB" scale) are provided with orientation and prospects for the future. Wilo has supported the integrational company since 2006 by donating defective and end-of-life Wilo pumps. In this way, in 2009, more than 70 tonnes of electrical and electronic scrap were stripped down to their component parts in order to be recycled.

"WILO China contributed about 60 percent of the building costs (200,000 RMB, equivalent to about EUR 23,000) for a primary school in Hubei Province, as well as 20,000 RMB for purchasing about 1,500 books for the library of another primary school." WILO China, Beijing, China

Football sponsorship

WILO UK supported the Building Service World Cup 2009 in Liverpool. The international football tournament, in which construction workers can put their football skills to the test, promotes the "Every Man" campaign to the tune of GBP 100 for each registered team. The money raised in the campaign was donated to research and targeted preventative measures against forms of cancer affecting men in particular.

Building Services World Cup 2009

Sustainability in production results from direct accuracy, and for us it means approaching the best possible levels of precision and exactitude.

This production worker is installing the cable plate on a borehole pump. Hof, Germany

Sustainability in production and infrastructure

The cultural revolution in production

About four years ago, Wilo introduced its own Wilo Production System (WPS), which is tailored to the specific requirements of a pump manufacturer. It is all about ensuring a rapid and flexible flow of material, making production simpler and safer as well as guaranteeing the best results in terms of costs, quality and delivery times.

V

The WPS foundation.
Defined basic requirements lead to initial improvements and lay the foundation for all further optimisations

a. Standardisation
b. Continuous improvement
c. Identifiers
d. Avoiding waste
e. Keeping the workplace clean and tidy

Our five pillars.
The "Path to Excellence" is taken by adopting specialised measures which, depending on the situation, lead to further strategic development of individual processes in the value chain

1 Independent and preventative maintenance
2 Product and process development
3 Needs-based delivery of material
4 People – ability and motivation
5 Best quality

WPS – a house with firm foundations and five supporting pillars – symbolises the objective of efficient production

Nowadays, many employees are active proponents of the WPS culture. The methods ensure that the areas of production and ancillary activities are continuously examined and systematically improved. In the meantime, the WPS principles have been integrated in the everyday work of production, and the methods are firm features of the strategic orientation of all business units. Knowledge and application are checked in an annual audit. Only if a measure has been implemented in full on all systems, in all processes and by all employees can an organisational unit achieve the maximum point score – which means this is a process of ongoing improvements. In 2009, the French site in Aubigny achieved the highest level of compliance at 90 percent.

VII X

Development of the WPS audit result

Figures in percent

Aggregate result of the eight participating Product Business Units (PBUs) in Germany and in France

Next steps 2010 – 2012

- Selected sites are given specific support.
- WPS methodology is being expanded further in the Asian plants and is being taught specifically. The sites have appointed people to be responsible for this.

Infrastructural measures

Germany (VII)

Measures with existing infrastructure

Adaptations have to be made to the infrastructure at headquarters in Dortmund in order to take account of the growth enjoyed by WILO SE. As part of this process, a preliminary energy efficiency analysis was carried out on electricity and heating energy consumers in 2009. It became apparent that there is significant potential for savings in some areas. In order to localise this potential more precisely, the following measures should be carried out as a next step: Permanent meters will be installed on all identified large or relevant consumers, and distributors' sites (air conditioning, heat pumps, lighting, processing machines, IT servers, etc.); at the same time, heat quantity meters will be used for heat energy consumption. Finally, the energy measures should be quantified and specific implementation recommendations worked out. It is assumed that reducing energy costs by 40 percent is a realistic target, of which about 10 percent will not require investments and 30 percent will. The measures will be implemented successively over the next few years.

Netherlands

Measures with new infrastructure

A completely innovative, energy-efficient roof was developed for a new building at WILO Nederland in cooperation with architects and engineers. Its special design means the roof is able to store surplus heat or cold, and give it off again as required. This is made possible by the use of so-called "Phase Change Materials" (PCMs) which absorb and are able to give off thermal energy by fluctuating between solid and liquid states. The enormous energy saving achieved by the roof became apparent immediately after it was taken into use: the consulting engineers had assumed a peak energy demand for cooling of 87 kW, but the first measurements revealed a consumption of only 43 kW.

The "Leadership in Energy and Environmental Design" certificate (LEED for short) is a product of the US Green Building Council. Any organisation that wishes to receive the certificate has to demonstrate the sustainability of a building and its infrastructure in line with a strict catalogue of criteria. LEED USA is regarded as the pioneer, whilst more and more nations are following its example and adjusting the criteria to the conditions in their particular country. India, for example, has developed its own LEED certificate in which the items of Water Conservation and Energy Conservation occupy a central role. Another important aspect is Site Selection & Planning – it pays attention to the particular conditions in India where problems with transport infrastructure need to be taken into account so that people are able to reach their place of work effectively.

India

In order to qualify for certification, it is necessary to submit the relevant applications before construction begins. The Wilo subsidiary Mather & Platt did this for the new plant built in the Indian city of Kolhapur. During the construction phase, the site was visited twice by a government auditor. This was to confirm how the standard applied for was in fact being implemented. Following completion during 2010, the certificate should be issued – Mather & Platt is aiming for the second-highest level, "Gold". Lots of innovative building measures have been planned and implemented in order to achieve this ambitious goal, from efficient cooling and thermal insulation in line with European standards, solar heating on the office building, efficient water and waste water management to independent training of the workforce. Above and beyond the possibility of certification, the new building in Kolhapur should serve as an example for the entire Group. It is planned for the standards to be used on additional new buildings as well.

Left: Headquarters in Dortmund

Right: The new, energy-efficient building of WILO Nederland is located in the Dutch town of Westzaan, to the north-west of Amsterdam on the North Sea Canal. It achieved 18th place in the rankings for "Lowest-energy office building in the Netherlands"

www.energiezuinigstekantoor.nl

Key figures for resource management

VII VI

Key figures for resource management
Wilo production sites

		2009
Specific energy consumption	MJ per TEUR DME*	446
Specific water consumption	m3 per TEUR DME*	0.33
Specific waste amount	t per TEUR DME*	0.02
Recycling quota of waste	in %	76.6
Proportion of waste requiring special monitoring (hazardous waste)	in % (rel.)	11.5

*DME: Direct manufacturing expenditure

For the first time, sites in China, India, the UK and Ireland have been taken into account, and no prior-year values are available for these sites. Aggregation into one key figure for the Wilo Group will be continued in the coming reporting years. The data for the sites which previously reported individually did not change significantly in the reporting period. Regarding the composition of the key figures, see also the section "About this report", inside the front cover.

V

ISO certificates
Wilo production sites

Sites	Quality ISO 9001	Environment ISO 14001
WILO SE, Dortmund plant/Germany	fulfilled	fulfilled
WILO SE, Oschersleben plant/Germany	fulfilled	fulfilled
WILO EMU, Hof/Germany	fulfilled	fulfilled
Pompes Salmson, Laval plant/France	fulfilled	fulfilled
WILO INTEC, Aubigny/France	fulfilled	fulfilled
WILO Pumps, Limerick/Ireland	fulfilled	fulfilled
Circulating Pumps, King's Lynn/UK	fulfilled	fulfilled
WILO-EMU USA, Thomasville/USA	fulfilled	fulfilled
WILO China, Beijing/China	fulfilled	fulfilled
WILO ELEC, Qinhuangdao/China	fulfilled	fulfilled
WILO Pumps Korea, Gimhae/Korea	fulfilled	fulfilled
Mather & Platt, Pune/India	fulfilled	fulfilled

Sites	Health and safety at work OHSAS 18001
WILO SE, Dortmund plant/Germany	fulfilled
WILO SE, Oschersleben plant/Germany	fulfilled
WILO EMU, Hof/Germany	fulfilled
WILO-EMU USA, Thomasville/USA	fulfilled
WILO Pumps Korea, Gimhae/Korea	fulfilled

Environmental protection in everyday work: Voices from the company

Sustainability Report WILO Intec, Aubigny, France

WILO Intec in Aubigny, France, is deeply committed to following a sustainable path of social and economic further development in every respect. The colleagues there document this once a year in their sustainability flyer "Le développement durable" (Sustainable Development). WILO Intec provides a pleasant place to work, with amongst other things a canteen with seats in the garden, a bicycle hire service and the company's own fitness centre, WIFIT.

II

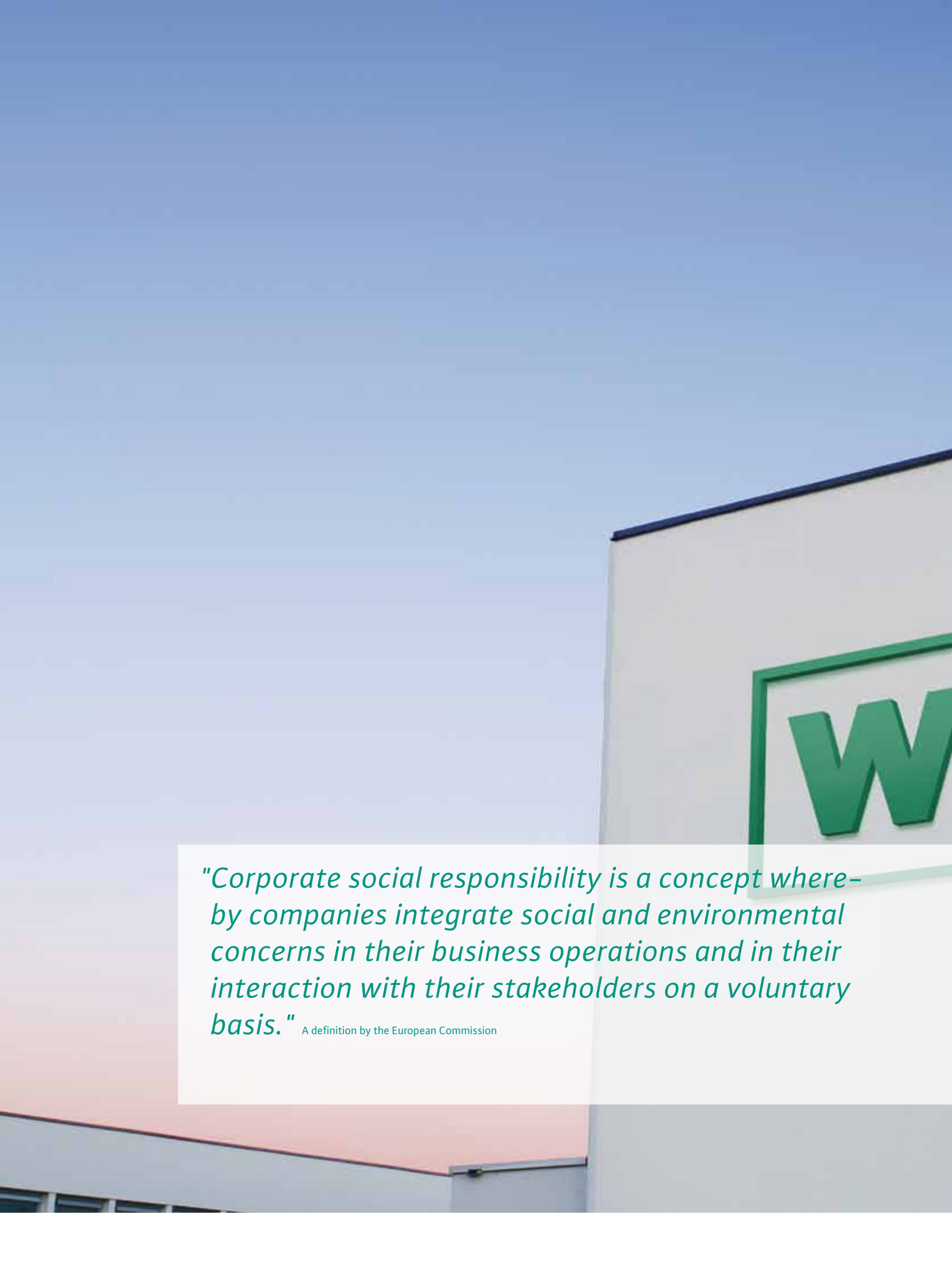
»Être un éco-citoyen dans l'entreprise«

Ever since 2002, the French Environment Ministry has organised a national "Week of sustainable development". Pompes Salmson in Laval, France, took part in the campaign for the first time in 2009. To mark this occasion, the Chamber of Commerce provided special stand-up displays to provide information about the topic "How to be a more environmentally conscious person in the company". These focussed on different aspects such as water, energy, waste, soil, noise, the workplace, air pollution, etc. In order to reach all employees, the displays were placed in rows at various locations in the company.

”Be an environmentally aware person, also at work“

Pompes Salmson, Laval, France

III



"Corporate social responsibility is a concept where- by companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis." A definition by the European Commission

Outlook

There will also be turbulent times in the future – Wilo regards itself as prepared as well as possible not only to withstand crisis situations in the future, but indeed to emerge from them in an even stronger position. The announced EU Directive on EuP is going to give the pump market the greatest shake-up of all time. More than 90 percent of the pumps currently for sale on the German market do not meet the requirements. As a result, the majority of products currently on offer will have to be phased out; new, even more efficient pumps will have to be developed and produced by 2013 or 2015. In this respect, we stand to benefit from a clear innovative lead, and we see ourselves as well prepared for the increased technical challenges. Through undiminished investments in research and development, Wilo will remain the technology and innovation leader in future as well – thereby securing the investments made by our customers as well as the jobs of our employees.

In future, more emphasis will be placed on our Water Management market segment. Providing comprehensive fresh water supplies and sewage disposal for the entire population of the world is one of the major challenges of our time. Wilo is facing up to these challenges as a water expert. Therefore, we are making massive investments in product developments at several international sites. In this way, in future, we can meet the significantly growing demand for effective solutions to problems with new, economically and ecologically convincing systems. Projects such as that in Jordan provide us with valuable experience in this.

Many of our future activities will be undertaken with greater regard to sustainability aspects. Matters that we can control centrally should, in the medium term, be brought into line with the criteria that are formulated in our charter for sustainable company development. Examples thereof are the introduction of energy management in building infrastructure, identifying and improving the recycling potential of our products, and calculating the carbon footprints of our products and our sites. Furthermore, our charter should encourage all employees to integrate ecological, social and sustainable actions into their everyday work with ever greater intensity. The above examples from the companies of the Wilo Group make it plain how much can be accomplished by working as a team.

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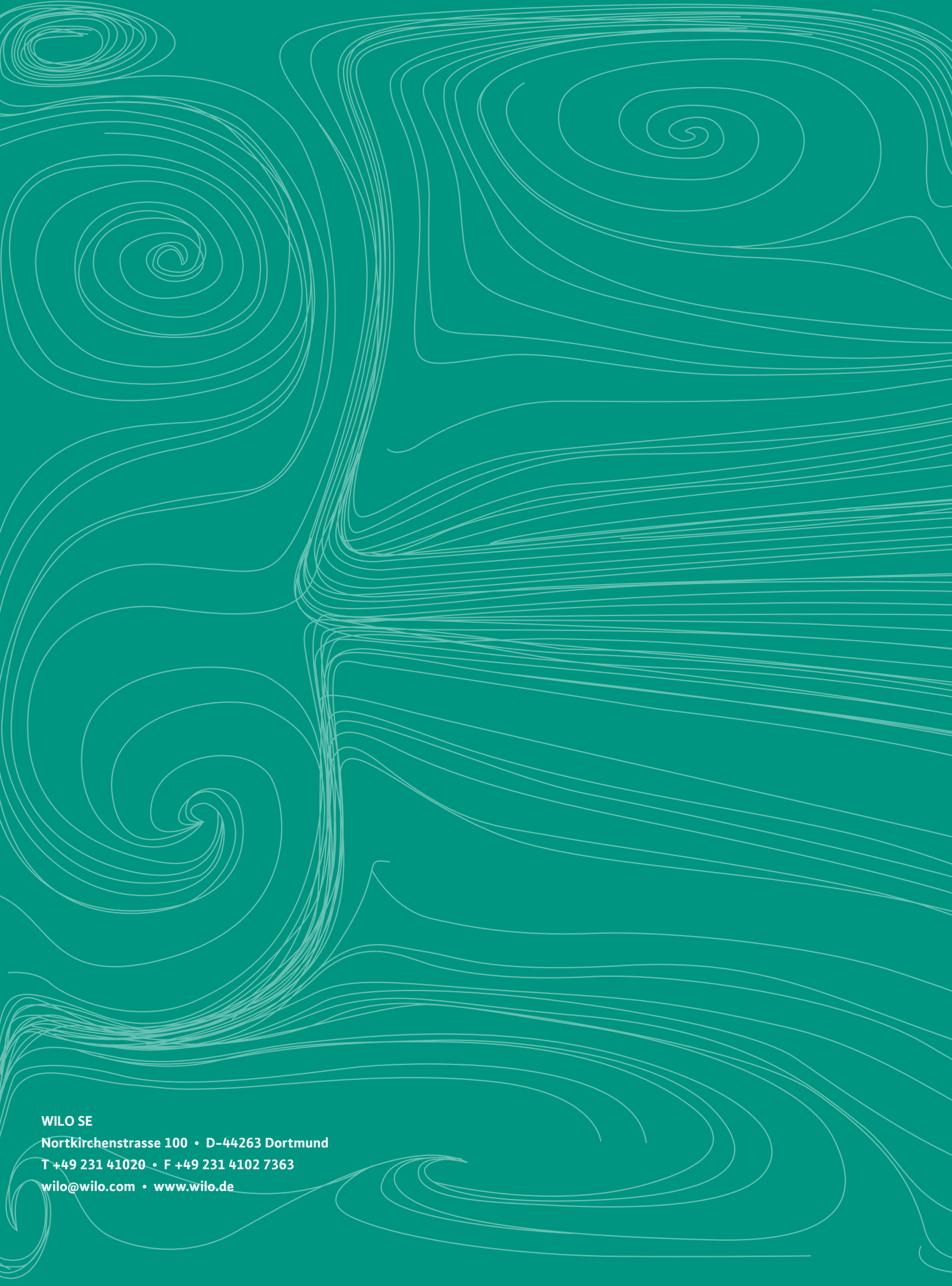
We wish to thank all employees who, by contributing their information, made it possible for this Sustainability Report to be created.

Limited liability

In publishing the Sustainability Report, Wilo is following the OECD guidelines for multinational companies ("publication of information") of 2000. All the facts, figures and dates contained in this report have been obtained at the sites using a defined process, and were then verified and validated at headquarters in Dortmund. In spite of the greatest possible care having been taken, however, it is possible for individual items of data to be subject to uncertainty. Aspects which are not relevant or only slightly relevant to Wilo or its stakeholder group have not been taken into account. Also, this report does not include data which was incomplete because it had not been recorded in the past.



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