

# SUSTAINABILITY

REPORT 2023



# NATURALLY PRACTISED RESPONSIBI- LITY

DEAR READER,

In 2015, the United Nations adopted the 2030 Agenda. It is a roadmap for the future with the overriding objective of enabling people to live in dignity everywhere in the world. The 2030 Agenda embraces economic, environmental and social dimensions and calls on everybody to gear their actions to these imperatives.

At the same time, it is important to take into account the sustainable aspects of all our stakeholders and the complexity that this entails.

As a family-owned company with 125 years of tradition, we are well positioned to lead Häcker Kitchens well into the future. Häcker sees itself as responsible to further promote sustainable development in the coming years. This also entails working together with our partners to develop innovative solutions for the kitchens of tomorrow.

With the production plant opened in Venne in 2020, Häcker has one of the world's most modern manufacturing

facilities for kitchen production. Energy-efficient machines and new packaging solutions offer the best opportunities for sustainable production.

We are aware of our responsibility for the company, the environment and society. We have therefore implemented a large number of sustainability measures that have also been included in this Sustainability Report.

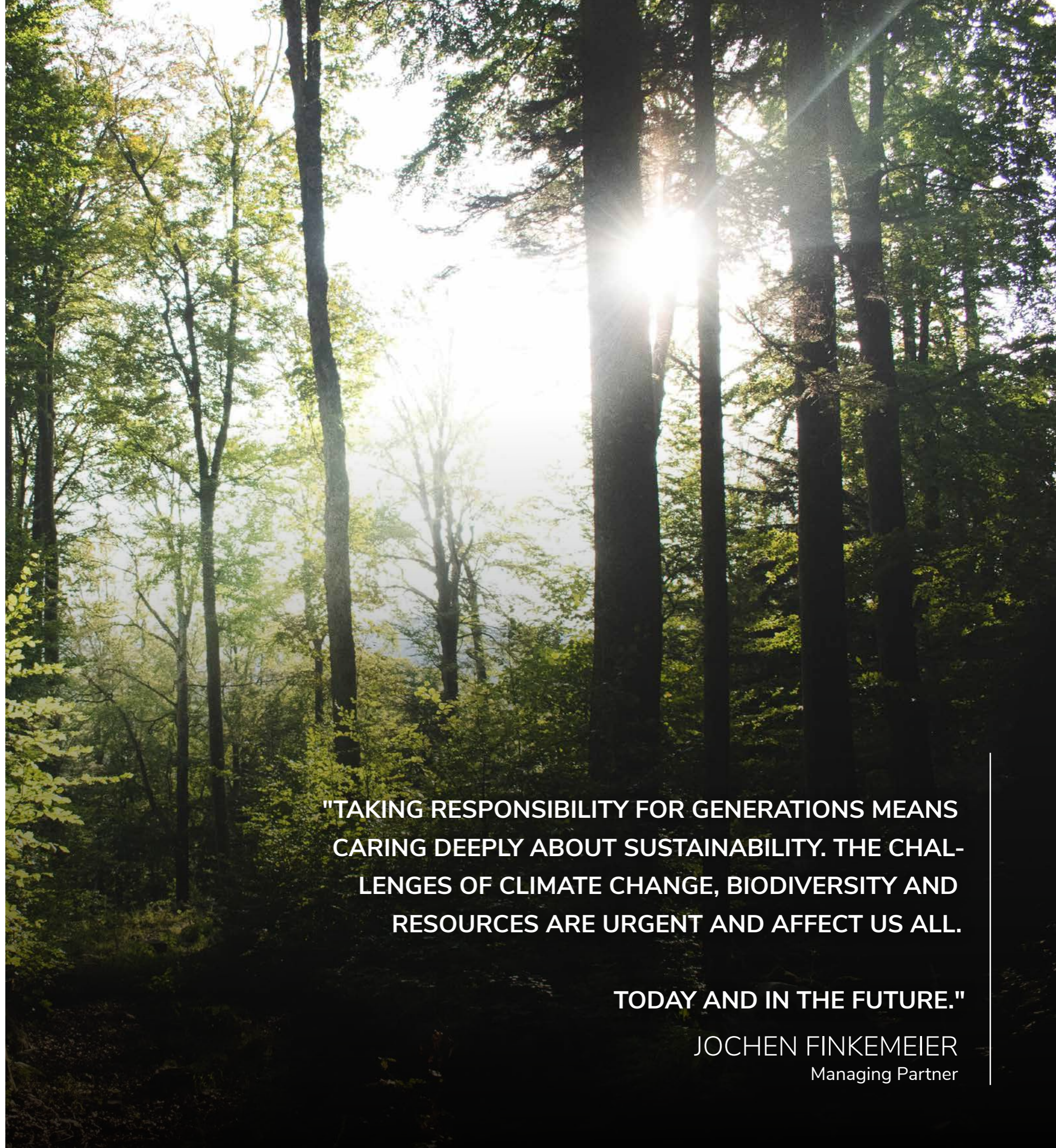
This Report shows our diverse activities, new facts and figures, and various steps toward greater sustainability, while also illustrating the benefits of our measures for people and nature.

**YOUR MANAGEMENT**

**"TAKING RESPONSIBILITY FOR GENERATIONS MEANS CARING DEEPLY ABOUT SUSTAINABILITY. THE CHALLENGES OF CLIMATE CHANGE, BIODIVERSITY AND RESOURCES ARE URGENT AND AFFECT US ALL.**

**TODAY AND IN THE FUTURE."**

**JOCHEN FINKEMEIER**  
Managing Partner





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# AT A GLANCE

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# FACTS

## HÄCKER KITCHENS – THE COMPANY

Häcker produces modern fitted kitchens and living elements that meet the highest demands for quality, functionality, durability and design. The family-run, international company is known in the industry as a guarantor of reliability, commitment and sustainability.

The traditional company was founded in 1898 as a carpenter's workshop by Hermann Häcker, who passed the baton to his son Friedrich Häcker in the next generation. In 1965, the foundation for today's economic success was laid by the latter's son-in-law Horst

Finkemeier and wife Renate through the serial production of kitchen furniture. More than 2,000 employees generated sales of 786 million euros in 2022.

The export share is currently around 40 percent. Today, the company supplies more than 60 countries on every continent with Häcker Kitchens.

Many consumers invest in the improvement of their home interior. As the heart of a home, the modern kitchen has now evolved into a space where people express their personal

lifestyle. This means kitchens should offer maximum variance and fully automated equipment at the same time.

As a family-owned company with a sustainable mindset, Häcker has always stood for consistent values over the decades in times of globalisation. These values are characterised by a high level of economic, ecological and social responsibility and again underscore the philosophy of

**"MADE IN GERMANY".**



**STEFAN MÖLLER**  
Commercial  
Managing Director

**MARKUS SANDER**  
Managing Director  
Sales

**JOCHEN FINKEMEIER**  
Managing  
Partner

**DIRK KRUPKA**  
Managing Director  
Technology



# LOCATIONS

## RÖDINGHAUSEN



**PLANT 1-4**  
HEADQUARTERS |  
ADMINISTRATION

## VENNE



**PLANT 5**



# SALES

2022  
**€786 MILLION**

EXPORT SHARE 40 %

2021  
**€727 MILLION**

EXPORT SHARE 38.7 %

2020  
**€646 MILLION**

EXPORT SHARE 37 %

2019  
**€616 MILLION**

EXPORT SHARE 39 %

2018  
**€602 MILLION**

EXPORT SHARE 39 %

# PRODUCTION FIGURES

Häcker produces approximately 1,100 kitchens daily and approximately 56,000 cabinets weekly. If you string together the cabinets that are manufactured in one year, this results in a distance of around 1,800 kilometres. This is roughly equivalent to the distance from Rödinghausen to Naples in Italy.

 RÖDINGHAUSEN

**56,000**  
CABINETS PER  
**WEEK**

A LINE-UP OF THE CABINETS  
PRODUCED IN ONE YEAR  
YIELDS AROUND:

**1,800 km**



 NAPLES

# EMPLOYEES

AS OF FEBRUARY 2023

# 2,104

TOTAL

444 WOMEN

1,660 MEN

# PLANTS & CENTRAL DEPARTMENTS

BREAKDOWN OF EMPLOYEES | STATUS FEBRUARY 2023

950 COMMERCIAL

217 LOGISTICS

937 ADMINISTRATION



# CO<sub>2</sub> footprint

Häcker Kitchens has a climate-neutral production. The German Quality Association Furniture (DGM) has awarded us the title of "Climate Neutral Manufacturer" and has already recertified us several times.

To this end, we had our own emissions recorded and offset the savings that are being positively achieved in the company today. We offset the re-

maining delta by purchasing climate protection certificates. Häcker uses these certificates to support sustainable projects such as a forest reforestation project in Uruguay by Verified Carbon Standard, a wind power project in India and a water power project in Mali under the auspices of the United Nations.

➤ OFFICIAL AWARD AS CLIMATE-NEUTRAL COMPANY

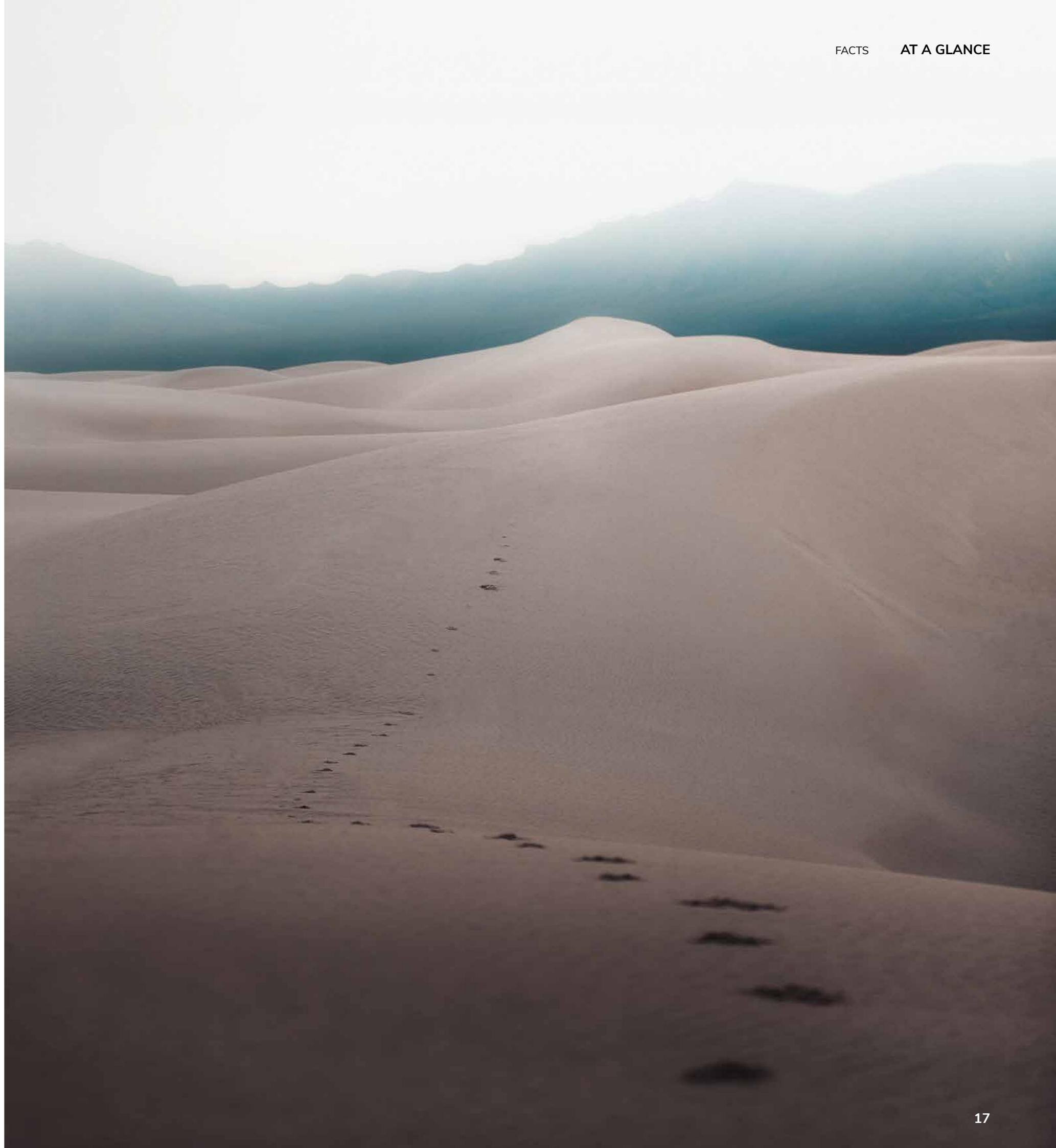
➤ RECOGNITION OF THE MEASURES FOR ACTIVE CLIMATE PROTECTION

➤ SUPPORT FOR INTERNATIONAL FORESTRY, WIND POWER AND HYDROPOWER PROJECTS

➤ TRANSPARENCY THROUGH COMPREHENSIVE SUSTAINABILITY REPORT



CERTIFIED  
CLIMATE-NEUTRAL  
COMPANY



# CORPORATE VALUES

ARE IMPORTANT COMPONENTS OF A PRACTICED CORPORATE CULTURE:

## RELIABILITY

We keep our commitments. Customers, partners and employees can rely on Häcker in all its performance parameters. We stand by our word and our performance promise.

## HONESTY

We understand honesty to mean transparent and trusting interaction, both in our dealings with our customers and suppliers and with our employees. Open and transparent communication is a matter of course for us.

## SUSTAINABILITY

Sustainable action is the basic prerequisite for a future worth living. Häcker's claim is therefore to think of sustainability holistically and to make a noticeably positive contribution with regard to the environment, the economy and society.

## QUALITY

Häcker offers a very high quality in all products and services. To this end, Häcker Kitchens is not only certified by independent testing organisations, but has also installed a number of measures for targeted quality improvement – such as its own testing laboratory or the precise and digitalized monitoring of all value-added processes.

## SERVICE

Häcker Kitchens is a service-oriented company – from customer training in the Häcker Campus to support for kitchen studios. Häcker supports its customers, partners and employees with numerous services throughout the company. In particular, the international customer service with competent and permanent contact persons is a key pillar of our Customer Care.





# SUSTAINABILITY STRATEGY

"MARKETS ARE CHANGING. SUSTAINABLE PRODUCTS ARE INCREASINGLY BECOMING AN IMPORTANT PURCHASING CRITERION. BOTH YOUNG AND OLD – THERE IS A GROWING FOCUS ON WHERE THE KITCHEN COMES FROM AND HOW ENVIRONMENTALLY FRIENDLY IT WAS PRODUCED."

MARKUS SANDER  
Managing Director Sales

Wood as a material is sustainable by definition. Sustainability is firmly anchored in our corporate DNA and is a key component of our corporate strategy. Economic decisions therefore always involve sustainability considerations. As an industry pioneer, we have already developed many measures that we present transparently in this Sustainability Report. Häcker's sustainability strategy focuses on the following areas:

## ECONOMY

### QUALITY MANAGEMENT

- › Sustainable Company Development
- › Opportunity and Risk Management
- › Customer Loyalty
- › Digitisation
- › Innovations

### UN GLOBAL GOALS\*

- › 08 Decent Work and Economic Growth
- › 09 Industry, Innovation and Infrastructure

## ECOLOGY

### ENVIRONMENTAL MANAGEMENT

- › CO<sub>2</sub> emissions
- › Water Management
- › Biodiversity
- › Species protection

### ENERGY MANAGEMENT

- › Power consumption
- › Green electricity share
- › Energy consumption

### WASTE MANAGEMENT

- › Chipboard waste
- › Residual waste
- › Foil waste

### UN GLOBAL GOALS\*

- › 11 Sustainable cities and communities
- › 12 Sustainable consumption and production
- › 13 Measures for climate protection
- › 15 Life on land

## SOCIETY

- › Donations
- › Education for All
- › Diversity and Equal Opportunities
- › Transparent Communication
- › Employee Well-being
- › Occupational Health and safety
- › Employee Development

### UN GLOBAL GOALS\*

- › 01 No poverty
- › 03 Health and well-being
- › 04 High quality education
- › 05 Gender equality
- › 10 Less inequality
- › 17 Partnerships to achieve the goals

\*In its 2030 Agenda, the United Nations defined 17 Sustainable Development Goals (SDGs), a global blueprint to promote sustainable peace and prosperity and protect our planet. Häcker Kitchens has implemented actions in the areas mentioned that address these goals.

These are the areas in which the company can and already does make a significant contribution to sustainability. At the same time, these issues are of particular relevance to the global goals of the United Nations. The individual departments within the company, such as Product Development, Quality Management, Production, Purchasing, Human Resources and Logistics, are closely involved in the sustainability strategy. Häcker has established various working groups that deal with the above-mentioned key areas at different levels and develop solutions. Employees are regularly informed about the contents and the results of these activities.



**CLIMATE PROTECTION** Climate protection is one of the most important tasks of our time because the effects of climate change are already visible everywhere – from the melting of glaciers to worldwide drought catastrophes. Häcker therefore relies on climate-neutral production as well as a whole portfolio of measures to significantly reduce its carbon footprint. Huge photovoltaic systems on the roofs in Rödinghausen and soon also in Venne provide environmentally friendly electricity. A large proportion of the company's vehicles are already electric. The charging infrastructure for infrastructure for e-cars is being permanently expanded and upgraded. Kitchen deliveries are also being shifted from road to rail. Long-term climate protection also includes the preservation of biodiversity. Countless species of micro-organisms, plants and animals create a unique biodiversity on our planet. They play a key role in ensuring that we live in a stable climate and that vital natural cycles are preserved. Häcker has created flowering meadows for species protection with a total size of 40,000 m<sup>2</sup> on the company premises at both locations.

**HÄCKER TREE SPONSORSHIPS**

Trees and plants can store the greenhouse gas carbon dioxide (CO<sub>2</sub>) as biomass, and as the green lungs of our earth they also release oxygen (O<sub>2</sub>). They therefore make a double contribution to climate protection. Together with customers and business partners, a small forest is currently being created between the Wiehen Stadium and the parking lot of the Rödinghausen integrated comprehensive school. To-

gether with Forest District Manager Anna Rosenland and forester Paul Fubel, around 1,000 new young trees and shrubs have already been planted. In the region Rödinghausen we also support reforestation work by the district forester Ralf Seipp with around 3,000 young trees on 6,000 m<sup>2</sup> of forest.

**SUSTAINABLE PRODUCTS** The development of sustainable products is of particular importance, because consumers are increasingly making their purchasing decisions in view of their sustainability.

At Häcker, the development of new products is led by the Product Development and Management department. In cooperation with the management and Sales, new product ideas are developed. Sustainable trends from other areas of life are just as important as joint development projects with specialised supply partners. For example, the lacquer laminate of the Roma and Ravenna fronts has a recycled content of over 50% and was developed in cooperation with a regional supplier. The base feet that Häcker uses for all carcasses are also made of 100% recycled material. Formaldehyde-reduced and water vapour-resistant products also ensure that the kitchen furniture in our customers' homes is particularly healthy and durable. Our own test laboratory guarantees the high product quality. This means that a Häcker kitchen is also a particularly sustainable product when viewed over its entire life cycle.

**DIGITAL DEVELOPMENT** The digitisation of the various processes is an essential factor for the company's success. Häcker has made major investments in this area in recent years. The digital shop floor management, the smart worker assistance system Q-Station for quality assurance and production support, the supplier portal and the check.connect system for up-to-date collaboration with our suppliers as well as the PIM as central product information management. As a central point of the transparent information policy, we use our intranet. This contains all information and news for employees online. Information can be accessed at any time and from any location with an app.

**COMMITMENT TO CHILDREN AND YOUTH**

The good development of children and adolescents also includes healthy food, which is naturally prepared with pleasure in a well-equipped kitchen. To promote this important work, Häcker supports social organisations and associations with suitable kitchens. For example, Häcker donated a complete fitted kitchen including electrical appliances to the new building of the integrative KITA Kuckucksnest in Rödinghausen. A cook now prepares healthy meals for the little ones there every day.

# 4,000 YOUNG TREES PLANTED



Rödinghausen elementary school students at the Häcker tree planting campaign.



# PRODUCTS

## HIGH QUALITY FITTED KITCHENS

Our kitchens are at the heart of a home. They blend perfectly with everyday life. High quality and functional. Attractive and charismatic. Whether modern, urban, luxury, family, Nordic, country or Tiny House: Häcker customers can enjoy the experience of a sustainable dream kitchen, with non-toxic colours and materials, clever equipment and special highlights.

## systemat

Sophisticated, design-oriented and individual: The fronts of the product line systemat are exceptional. Here, discerning customers can find unique kitchens of the highest quality. A wide range of equipment variants as well as unusual colours, woods and other materials characterize this excellent product line. The combination of avant-garde elements, natural materials and innovative technology blends elegance and class in perfect unison.





## concept130

Consumer-oriented and diverse: concept130 impressively shows the diversity of progressive and trend-setting kitchen ranges for the modern world. This allows the planning of extraordinary kitchen ideas with a creative, multifunctional grid system – without putting any limits to your imagination. With numerous colour and decor options, concept130 offers the right kitchen for every taste. The consistency is reflected in the holistic colour concept for fronts, carcasses and mouldings.

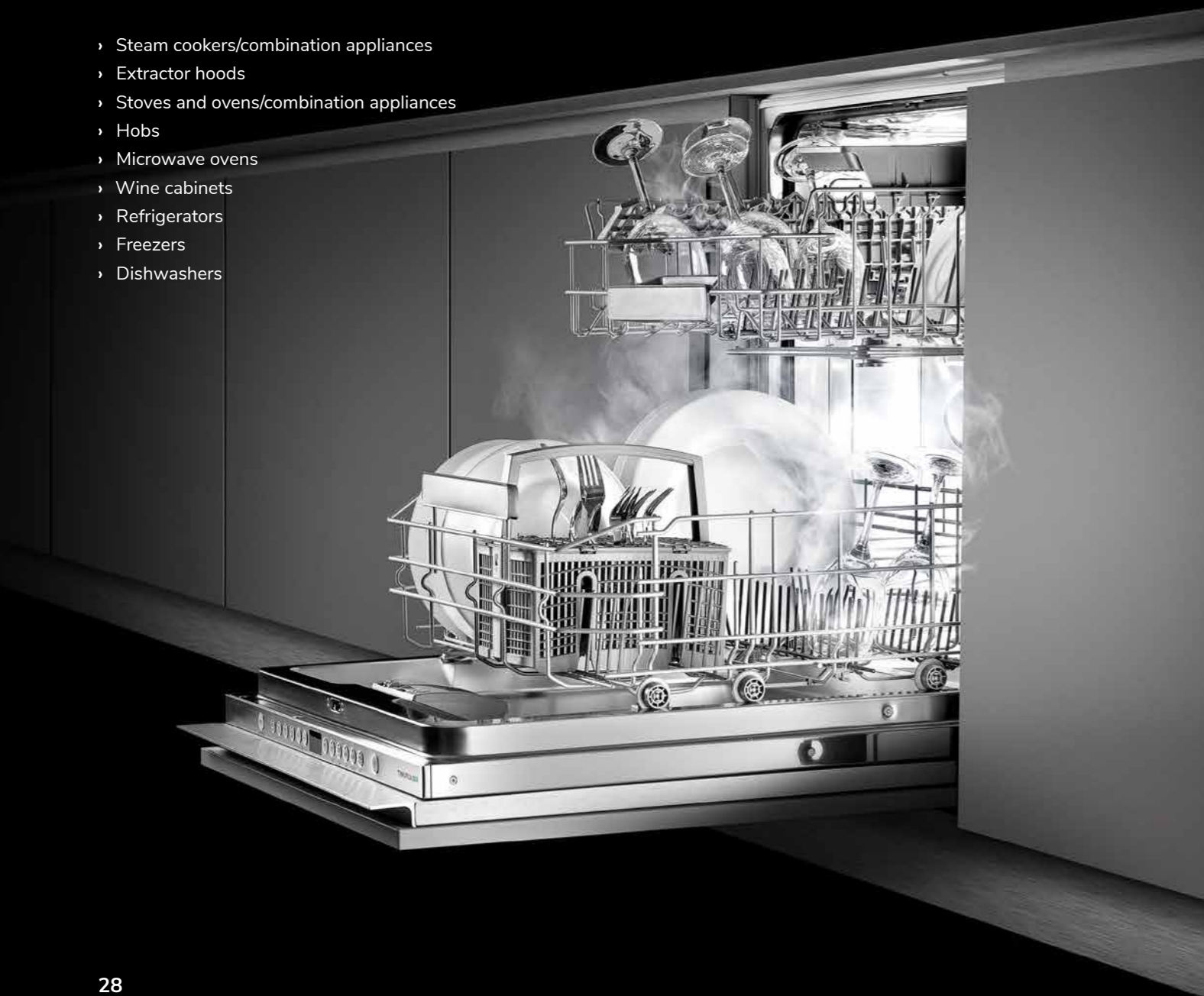


# ● **BLAUPUNKT**

## BLAUPUNKT BUILT-IN DEVICES

In spring 2014, Häcker Kitchens acquired the rights to the Blaupunkt brand in the area of built-in kitchen appliances and floor-standing appliances. We can therefore offer our customers another real added value factor with the complete marketing of furniture and electrical appliances from a worldwide known label. The range includes the following areas:

- › Steam cookers/combination appliances
- › Extractor hoods
- › Stoves and ovens/combination appliances
- › Hobs
- › Microwave ovens
- › Wine cabinets
- › Refrigerators
- › Freezers
- › Dishwashers



## SERVICE

- › Customer training in the Häcker Campus
- › Customer Service
- › Online services, such as the Kitchen Configurator and the Blaupunkt accessories store
- › Annual in-house exhibition





# VALUE CREATION CHAIN

In terms of sustainability, we keep an eye on the entire life cycle. The Häcker value chain extends from product development, through the selection and procurement of raw materials and components, production, transport and distribution, to use by the customer.

**PRODUCT DEVELOPMENT** An important component of our product development is the sustainability of our kitchens. Together with our supply partners, we develop products that meet these requirements. Kitchen fronts with recycled lacquer laminate or plinth feet made from recycled materials are examples of this. We address this specifically in the remainder of the Sustainability Report.

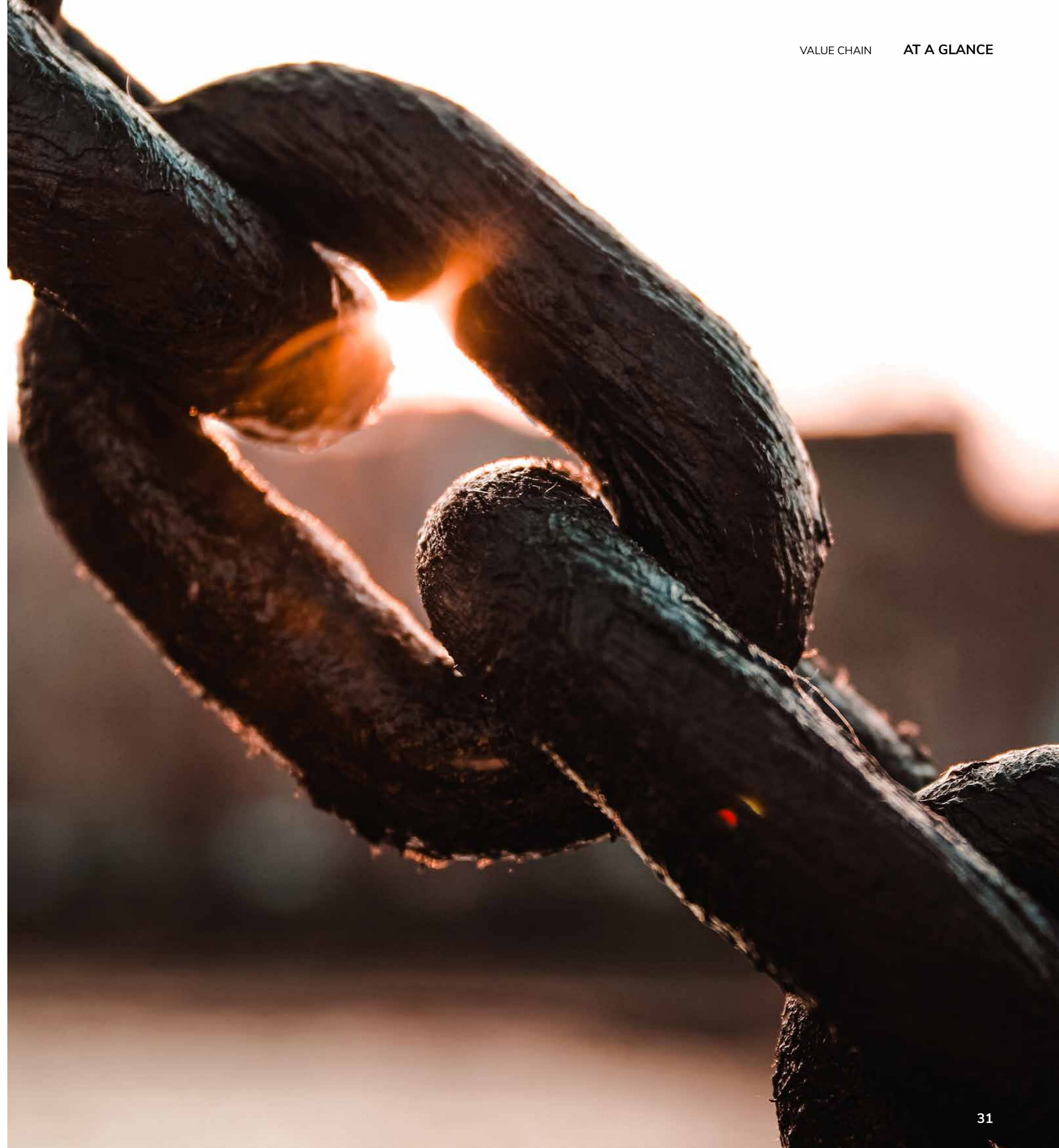
**PROCUREMENT/SUPPLY CHAIN** Supplier relationships based on partnership and a joint commitment to respecting human rights and more environmental protection are very important to Häcker. Häcker has maintained business relationships with most of its suppliers for decades. Moreover, a good 50% of the partners are located within a radius of 50 kilometres from the company's headquarters in Rödinghausen.

**PRODUCTION** To make production

energy and resource efficient, Häcker implements a wide range of measures. An energy team regularly examines possible approaches for improved efficiency in manufacturing. The switch to LED lighting, improvements to compressed air systems, and greater use of photovoltaics has contributed to an improved energy balance in this area.

**TRANSPORTATION** Transportation-related emissions are the subject of heated public debates. Häcker is also acting with increased sustainability in this area. Our trucks feature the latest engine technology for low fuel consumption, and large gigaliners carry more cargo volume. In addition, part of the transport volume is being shifted to rail.

**USABILITY** Sustainability also means long-term usability of the products. Kitchens from Häcker are often used for decades due to their good workmanship and thus durability. Likewise, matching spare parts are available for many years. Furthermore, the quality of the equipment is increasing, allowing it to be used for many more years.





# INTERNATIONALISATION

The strong growth Häcker has experienced since the company was founded is based to a large extent on international business and customer relations. The current export share is around 40%.

In specific terms, the increasing internationalization is about fair business practices, an employee-oriented human resources policy, the economical

use of natural resources, the protection of the climate and the environment, but also about responsibility in the supply chain.

On the supplier side, our international partners must provide evidence of adequate sustainability measures.

On the customer side, Häcker maintains a personal dialogue aimed at

achieving improvements for people and the environment as well. New trade partners can also find out about Häcker's wide range of sustainability measures online in nine languages, giving them an overview of the values and associated expectations for long term cooperations.

# GLOBAL GOALS

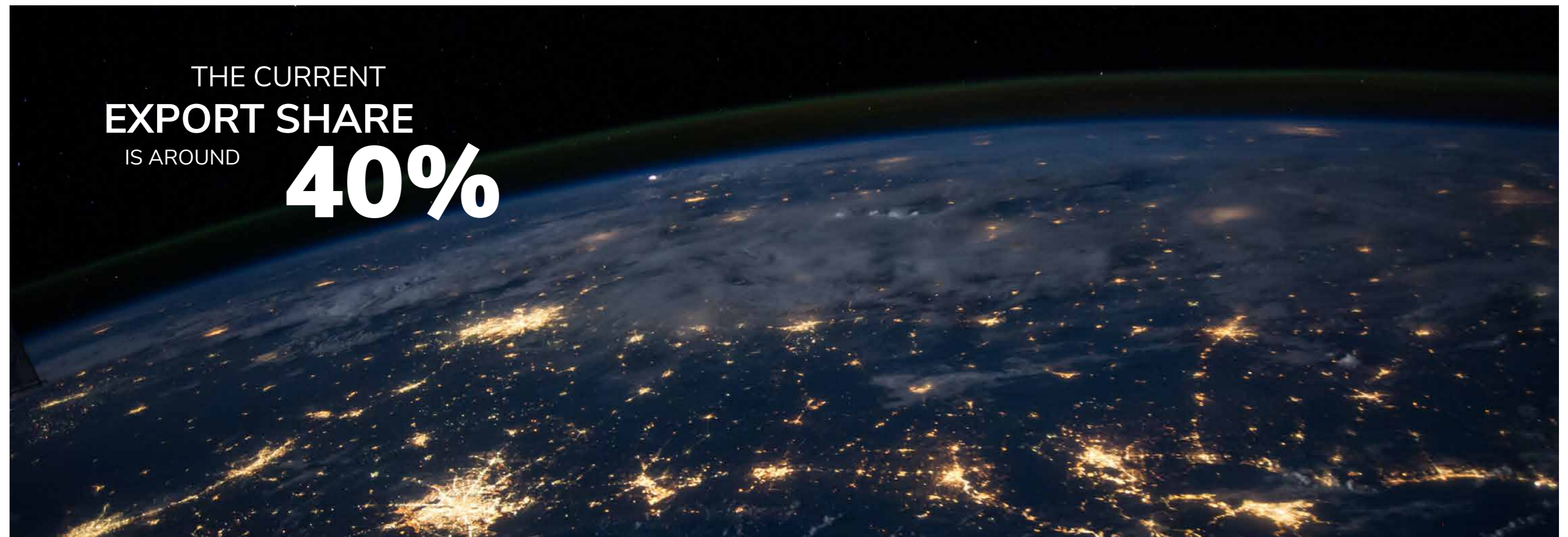
## SUSTAINABLE DEVELOPMENT GOALS

In 2015, the United Nations adopted seventeen Sustainable Development Goals, or SDGs. They form the core of the 2030 Agenda, the global action plan for sustainable development.

The SDGs are aimed at solving key global challenges from a sustainability

perspective and reducing global poverty. Häcker has explicitly declared its commitment to the SDGs.

As a family-owned company, Häcker makes a special contribution to sustainable development in line with the SDGs, as described under "Sustainability Strategy".



# DIALOGUE WITH STAKEHOLDERS

"AS A FAMILY BUSINESS, HÄCKER IS DEEPLY ROOTED IN THE REGION. THIS SENSE OF BELONGING COMES WITH A SPECIAL SENSE OF RESPONSIBILITY FOR OUR STAKEHOLDERS AND THE IMMEDIATE ENVIRONMENT."

JOCHEN FINKEMEIER  
Managing Partner

STAKEHOLDER INCLUSION IS AN ESSENTIAL PART OF A TRANSPARENCY & CREDIBILITY-BASED HÄCKER SUSTAINABILITY MANAGEMENT.



Ongoing dialogue with our stakeholders. Stakeholders enables us to identify trends and new developments, weigh up opportunities and risks, and work together to achieve sustainability goals. Häcker is engaged in a continuous exchange with a wide variety of groups.

and to respond adequately to input, both from the public and from the company's internal suggestion scheme. The company therefore invites its stakeholders to accompany Häcker on the path of sustainable action by means of an ongoing dialogue.

in constant exchange with customers and sales partners. Members of the management and employees from purchasing take part in conferences and working groups of trade associations and politics. The visitors who visit the Häcker headquarters or the plants in Rödinghausen and Venne also provide valuable feedback. As a manufacturer, we also study online reviews of our products and then enter into active dialogue with our specialist retail partners.

This includes employees, customers and supply partners, associations and interest groups, the general public, and representatives of regional politics. Häcker's credo is to seek direct dialogue

This exchange is as heterogeneous as the groups involved, as it takes place on different levels at Häcker. For example, Corporate Communications talks to representatives of the media and the public. Sales, customer service, campus team and marketing are

## ASSOCIATIONS

- › "Klimainitiative der Wirtschaft in OWL" (IHK Ostwestfalen for Bielefeld & IHK Lippe for Detmold)
- › Diversity Charter
- › CVJM Rödinghausen
- › We were certified as a "climate-neutral company" via Fokus Zukunft
- › DGM – Deutsche Gütegemeinschaft Möbel e. V.
- › Gesellschaft für Klimaschutz Holzindustrie GKH GmbH
- › HDH – Hauptverband der Deutschen Holzindustrie und Kunststoffe verarbeitenden Industrie und verwandter Industrie- und Wirtschaftszweige e. V. – Technical Committee Working Group Environment and Energy

Häcker is in dialogue with policy-makers and community representatives who are particularly involved at the regional level. This exchange allows Häcker to support many regional projects which improve the living situation for people and nature on site, from reforestation to volunteer organisations. In addition to dialogue at a

regional level, Häcker is also an active participant in the work of various associations.

Of course, the focus is also on the exchange with other interest groups and conservationists. The main purpose of this exchange is to closely monitor social and environmental develop-

ments, which are often dependent on support from companies. In this way, communication consistently results in valuable projects that are important for the general public. From supporting regional kindergartens with kitchens to planting various flowering meadows for species protection – the dialogue leads to concrete results.



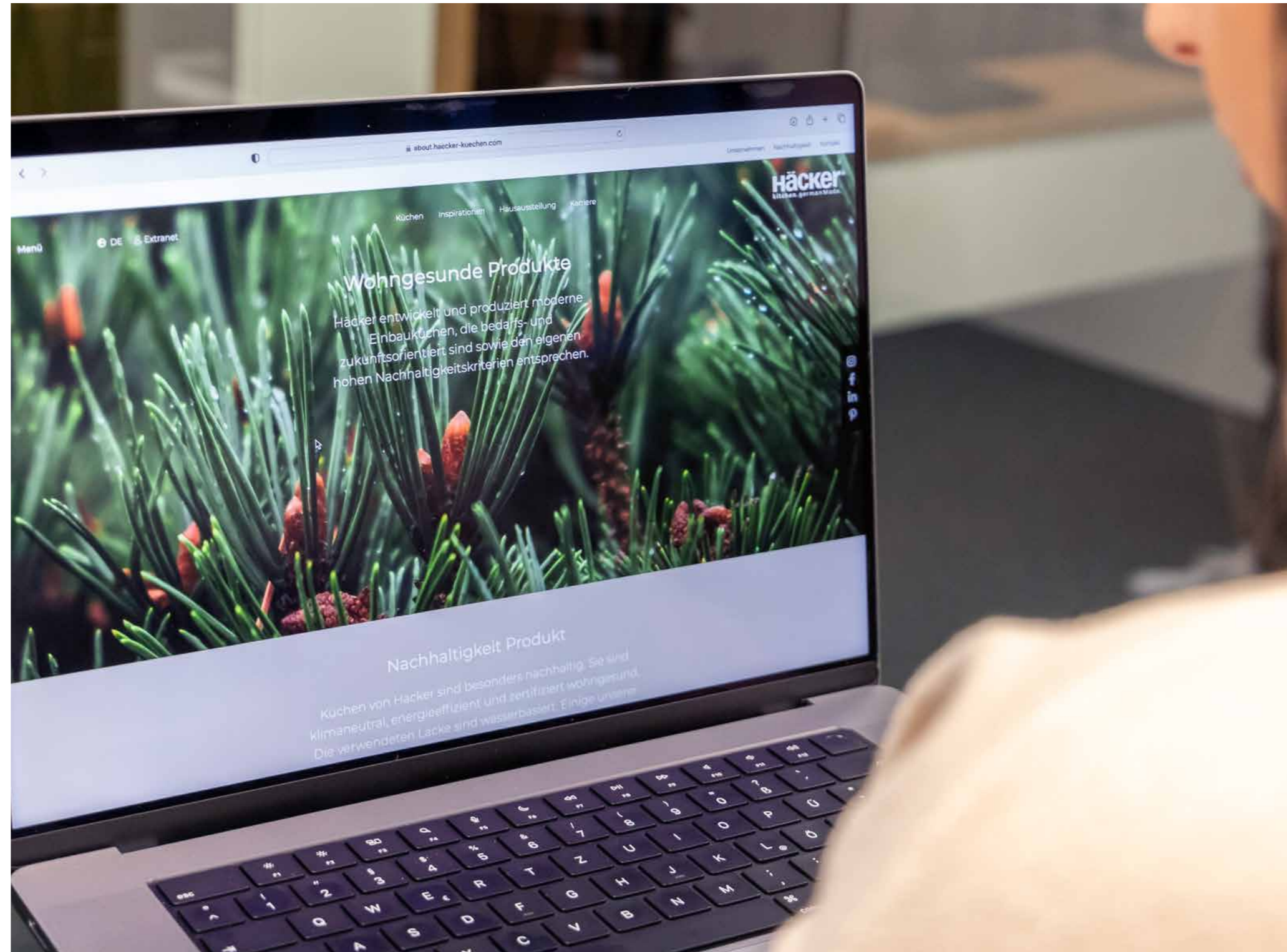
# SUSTAINABILITY COMMUNICATION

Sustainability communication means, acting sustainably and making this action authentically transparent in the perception of relevant stakeholders in an authentic, transparent manner.

Häcker acts sustainably in the areas of economy, ecology and social issues with a wide range of strategies and measures. We describe some of these measures below. The main purpose is to provide stakeholders with an overview of Häcker's involvement. In addition, we want to gain more supporters for a good cause. Because with our publications on the Internet, in social media, in brochures or in press releases, we achieve a high reach as

a well-known kitchen manufacturer. In addition to all the good measures, it is also important to us to get other people excited about the topic of sustainability and convince them of its positive benefits.

At Häcker, transparency is an inner attitude that is actively practised in the company organisation. Sustainability measures are reported regularly via the my.Häcker intranet. This means that all employees are always up to date.



"IT IS INFINITELY IMPORTANT TO ME THAT WE SUPPORT SOCIAL PROJECTS AND ARE ALSO A RELIABLE PARTNER IN CHALLENGING TIMES."

JOCHEN FINKEMEIER  
Managing Partner



## HÄCKER SUSTAINABILITY COMMUNICATION BASED ON THE FOLLOWING 3 AREAS

### 01 PRIMARY COMMUNICATION MEASURES VALUE-BASED COMMUNICATION STYLE

- › Events:Fairs, conferences, forums, seminars, lectures
- › General media relations:Press releases, dispatch of photos, film material, etc.
- › Individual media relations:Exclusive reports and interviews, one-on-one meetings, trade fairs, editorial visits
- › Social media and online presence:Facebook, Instagram, LinkedIn, Pinterest as well as the own homepage on special topics.
- › In the my.Häcker intranet, all relevant information is published quickly, transparently and company-wide. The online platform is equipped with multimedia features, including videos, podcasts and posts with diverse content.
- › INTERN, Häcker's employee magazine, provides information about additional activities of the company, while also zooming in on individual topics. There are also detailed reports and stories from employees for employees.
- › To keep our retirees informed, they also regularly receive Häcker INTERN.





**02** COMMUNICATION  
**COMMUNICATION AS A CENTRAL FUNCTION AND COMPONENT OF THE SUSTAINABILITY PROCESS**

Appreciative and trusting interaction between management and employees is an important element of the direct and open communication culture at Häcker, which is also anchored in the management guidelines. Employees have a wide range of opportunities to voice their own concerns and use transparent communication channels and information channels.

A sustainability team ensures the exchange of information, making sure the topic is addressed by different, specialised actors in the company.

**03** CUSTOMER DIALOGUE  
**EXTERNAL COMMUNICATION OF SUSTAINABILITY ACTIVITIES AND PRODUCTS**

Häcker uses digital contact options in addition to classic channels for customer communication and dialogue. A Häcker app, videos, newsletters, websites, and social media channels serve not only to provide uncomplicated and quick information to our customers, but also to encourage interaction and active dialogue. We also make use of personal contact via sales in the office and in the field, as well as various trade fair activities, for comprehensive customer dialogue.



# ECONOMY

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71 REGIONALITY OF SUPPLIERS



# ECONOMY

## PRODUCTS AND PROCESSES

A competition for innovative ideas and concepts is required today in order to address global megatrends and help shape change on the world stage. In order to make the transition from trend recognition to market success, innovative and creative processes are required within the company. This creates many opportunities for innovative companies - in existing markets as well as in new markets of the future.

Improvement and further development are a permanent process. All our processes are monitored with key figures, allowing us to derive approaches for further development and optimisation. One important tool, for example, is the Idea Management and Idea Portal on Häcker's intranet, where topics can be recorded and evaluated. A WEB documentation system for internal quality management pro-

cesses is in place, making the relevant information transparent and available to all employees concerned.. Häcker's Product Management also picks up on trends and changes and translates them into new, sustainable products.



# SUSTAINABILITY IN THE PRODUCT

## PRODUCT DEVELOPMENT THAT MEETS PEOPLE'S NEEDS

Häcker stands for durable products with the highest standards of design, quality and functionality. Our thoughts and actions are driven by an extraordinary passion for kitchens. This motivation allows us to develop kitchen furniture that are a reflection of people's lives and their personal needs. This includes, for example, ergonomic working heights, particularly durable surfaces and healthy kitchen furniture.

At Häcker Kitchens, architects, designers, technicians, engineers and many others work in extensive development processes on unique kitchen furniture. In addition to high creativity, the development of new products is also based on close and trusting cooperation with our suppliers and customers. In the interaction between customer, sales and product development,

attractive and functional products are created that answer to a wide range of requirements. In addition to their practical benefits, these also fulfil sustainable criteria. Durability and recyclability are essential. In addition, kitchen furniture from Häcker meets the high specifications of emission class A.

They are therefore ecologically harmless and demonstrably healthy for the home. Häcker must ensure durability, safety and environmental safety, environmental compatibility and perfect functionality of the furniture on a regular basis. As a result, the entire development process is geared to the high standards of the emissions label of the German Furniture Quality Association (DGM). Here Häcker currently achieves the best emission class A.

With its own PURemission quality mark, Häcker also has a feature for particularly clean indoor air. With PURemission all wood products of the complete range meet the high U.S. standards in terms of formaldehyde limits, and at the same time fall significantly below European standards. Careful selection of wood materials and our suppliers have enabled us to meet CARB2 93120 and TSCA Title VI emissions guidelines. The maximum values of the European guidelines emission class E1 are not only met, but even far undercut.

"FOR US IN PRODUCT DEVELOPMENT, IT IS VERY IMPORTANT TO TAKE UP CUSTOMER REQUIREMENTS IN ADDITION TO TREND-SETTING TOPICS AND TO CREATE WELL THOUGHT-OUT, INNOVATIVE PRODUCTS FROM THIS POOL OF IDEAS."

MICHAEL DITTBERNER  
Head of Product Development and Product Management



# RECYCLING

Recycling is one of the defining issues of our time. Tents, clothing, cutlery – there are now many products made from recycled plastic. It is even a factor that consumers consider in their purchasing decisions. Recycled products make sense because they

conserve scarce resources and fit perfectly into the logic of a functioning circular economy.

## COATINGS

**HÄCKER USES WATER-BASED LACQUERS.** This has multiple advantages for nature as well as for the consumer. The wooden surfaces are durable, nice to touch and look perfect. In addition, they also contribute to a positive eco-balance, as they sustainably protect and refine the renewable, natural raw material wood. Water-based coating materials produce about 90

percent less solvent during processing. Waterborne coatings from ADLER are therefore environmentally friendly and extend the life of the wood. This underscores the sustainability philosophy of Häcker Kitchens in terms of a clean environment and a superior coated surface.

## PLINTH FEET



100% recycled plastic ensures a sustainable kitchen that stands on strong feet



TESTING OF THE RECYCLED  
LACQUER LAMINATE BY  
THE SUPPLIER'S QUALITY  
ASSURANCE





**HEALTHY LIVING -**

formaldehyde-reduced wood-based materials.

**WHY PUREMISSION?**

Health is a megatrend. Medical progress, a balanced diet, but also an appropriate environment contribute greatly to a better lifestyle. An important component in this is the topic of formaldehyde.

**WHAT IS FORMALDEHYDE?**

Formaldehyde is an unbound, volatile, organic compound that is used in the production of wood-based materials in common binding agents – e.g. in glues and resins based on urea, melamine or phenol. Above a certain concentration in the air, it is carcinogenic to humans.

**OUR CONTRIBUTION**

Through careful selection of wood-based materials and our suppliers, we have succeeded in meeting the more stringent emissions guidelines in accordance with US CARB2 (93120) and TSCA Title VI requirements in place since the end of 2018. The maximum values of the European directives emission class E1 are still complied with and in some areas far undercut. With PURemission, we have created the best conditions for clean indoor air.



**SAFETY IN THE PRESENCE OF MOISTURE –**

PUR gluing of thick edges.

**WHY PURESIST?**

With the innovative PUResist gluing technology, we achieve the highest quality properties for all edges. They are water repellent and are characterised by high resistance.

**TESTED IN EVERY DETAIL**

In order to keep the quality promise, the materials are regularly tested in the Häcker test laboratory for their resistance to water vapour, damp and alternating climates. The test scenario simulates extreme conditions that far exceed the actual loads to be expected. Häcker is the first Kitchen manufacturer to be technically capable of providing narrow parts with a water-resistant thick edge that meets the highest quality and design requirements. Whether hot steam or splashing water – the Häcker kitchen is sustainably protected all around.

**OUR CONTRIBUTION**

The high-quality PUResist gluing is consistently used for all edges. A formaldehyde- and solvent-free polyurethane reaction adhesive is used for this purpose.



Förderung nachhaltiger Waldwirtschaft  
www.pefc.de



... das geprüfte Möbel





# SUSTAINABILITY IN THE PROCESS

## CIRCULAR ECONOMY

Create less waste, reuse things and recycle products: A circular economy strives for the longest possible useful life of products and raw materials. This means that waste is avoided by reusing and repairing existing products.. Häcker carries out various measures to extend and improve this useful life.

**SUSTAINABLE LOAD SECURING** The best ideas often come from inside the company. "This can be done better," were the thoughts of some colleagues in Häcker's logistics department and designed a new, paper-based load securing system. Foam blocks and polystyrene plates are commonly used to secure the transport of high-value cargo. Our in-house trailers have access to sturdy paper bags filled with cardboard scraps for load securing. The paper bags are filled with shredded cardboard scraps and then sewn shut. Over time, the paper sacks adapt better and better to the existing gaps for which they are used. Thus not only ensuring perfect protection of the goods, but also a high level of environmental compatibility.

**REUSABLE PACKAGING** The following sustainable measures in the area of delivery are particularly worthy of mention:

Goods are transferred through the use of reusable containers such as

- › Box pallets
- › Plastic pallets
- › Wooden pallets
- › Trays
- › Reusable cardboard boxes

The individual packaging of purchase items is also increasingly being converted to reusable packaging.

- › Cardboard boxes are collected and used several times
- › On the return trips, which are usually empty, the reusable items are taken back

Waste and packaging materials are reused, e.g. for securing loads.

**INTERNAL CONVERSIONS – MATERIALS AND REPAIR OF REUSABLE PALLETS:**


Styrofoam is increasingly being replaced by paper/cardboard. The project "Styrofoam-free" project is being actively implemented in all plants.

**UTILISATION OF PRODUCTION SURPLUSES:**

- › In 2022, approximately 900 tons of "wood waste" were avoided
- › Expectation for 2023 > 1,500 tons reduction

**REPAIR OF LOAD CARRIERS:**

- › In 2022, 6,305 wooden pallets have already been repaired (as of 17/11/2022)
- › Forecast for 2023: Repair of 10,000 pallets instead of sending them for disposal



SHREDDED CARDBOARD AND PAPER WASTE ARE USED IN PAPER BAGS FOR LOAD SECURING.



# DEVELOPMENT AND INNOVATION

## OPTIMISED PACKAGING

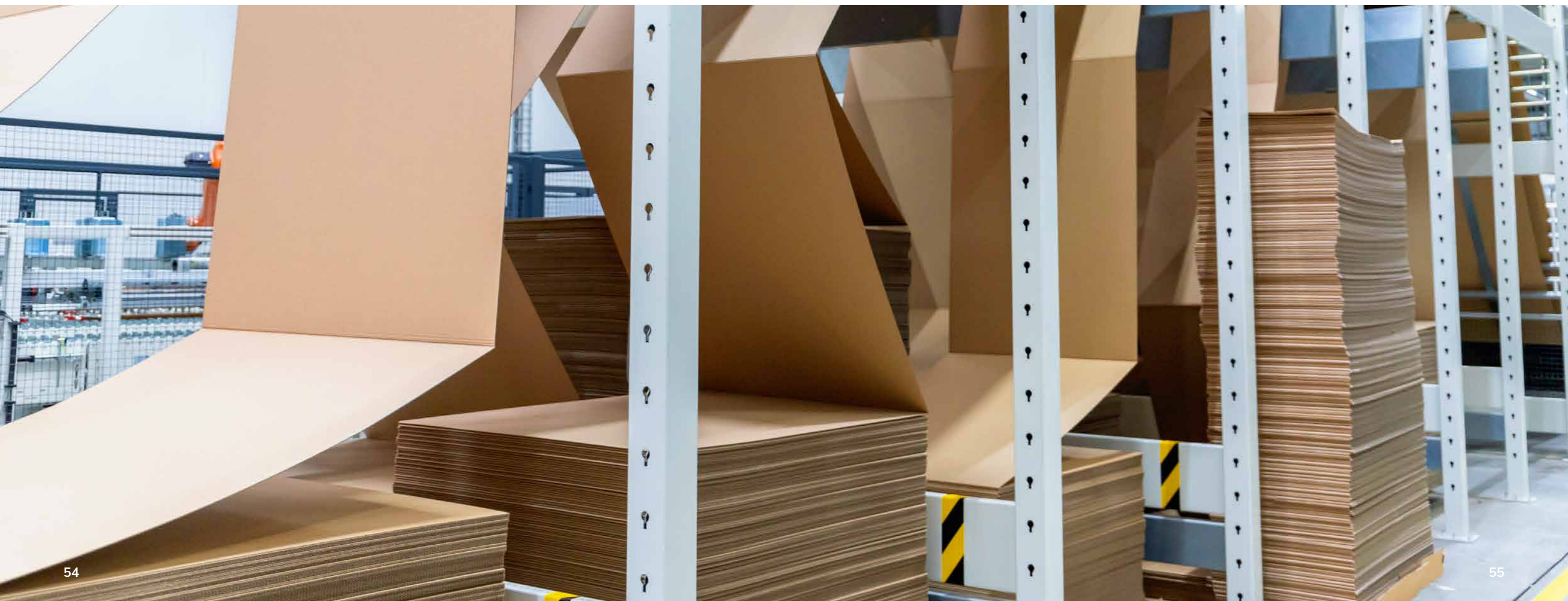
At the Häcker Venne production plant, a packaging machine produces blanks that are precisely adapted to the particular kitchen part. In addition, the cardboard packaging is provided with

a "tear-off thread", so that opening and assembly can be done quickly and conveniently on site. This machine is the result of a final dissertation on engineering that was prepared at Häcker.

In addition to waste avoidance through millimetre-precise product packaging, the system is also implementing the changeover from film to cardboard packaging.

**"WE ARE ALSO OPTIMISING THE SUSTAINABILITY OF OUR MACHINES, FOR EXAMPLE, BY GRADUALLY REPLACING FILM WITH CARDBOARD."**

**DIRK KRUPKA**  
Managing Director Technology





"MAXIMUM CUSTOMER FOCUS,  
HIGHEST QUALITY AND  
CONTINUOUS IMPROVEMENT –  
THAT'S THE KEY TO SUCCESS,  
AND THIS IS REFLECTED IN A QUALITY  
THAT MAKES THE DIFFERENCE."

THOMAS SPILKER  
Head of Quality Management



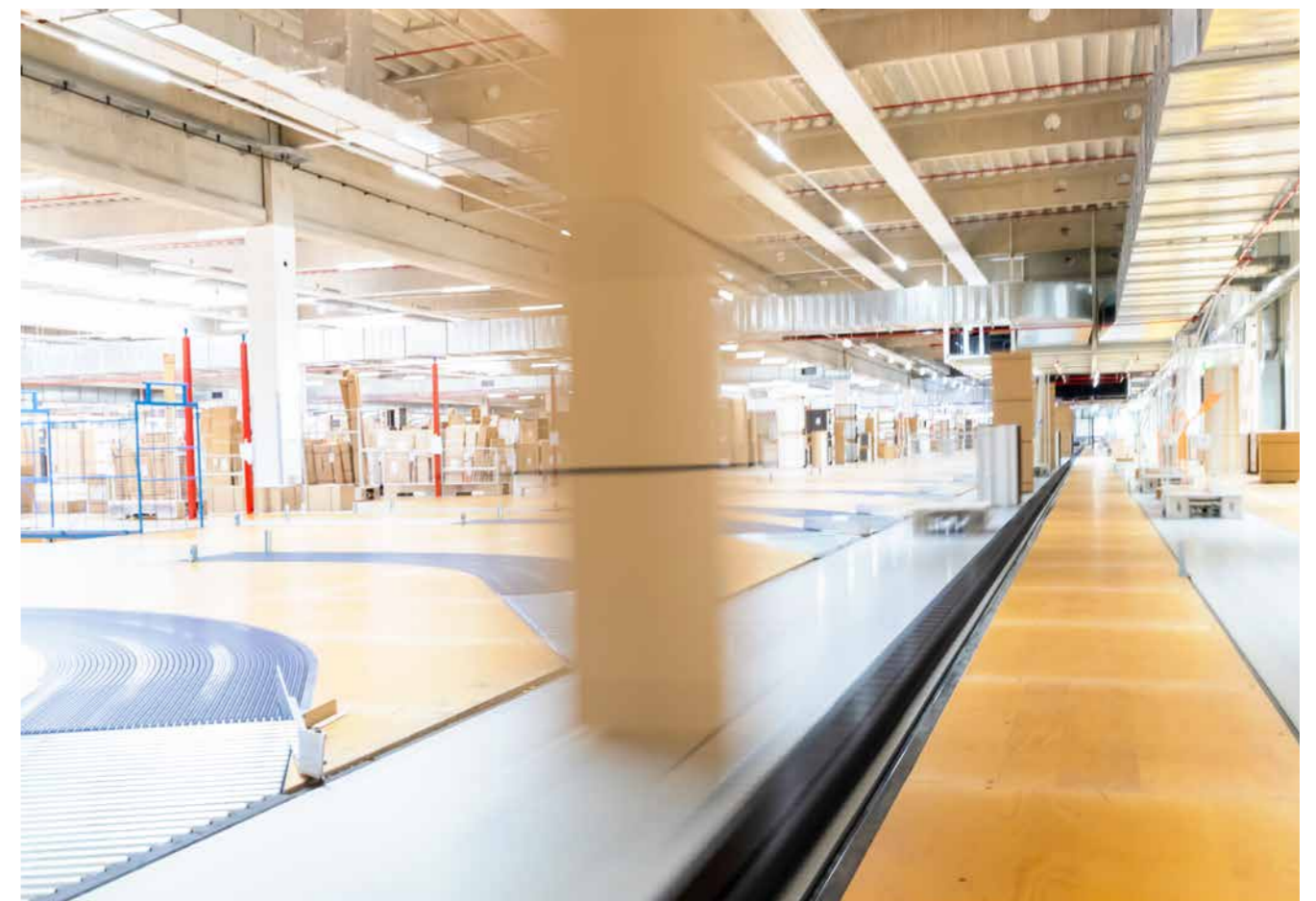
# QUALITY MANAGEMENT

Quality policy is an essential part of the corporate culture at Häcker. The main objectives of our quality policy are customer satisfaction and quality optimisation.

To ensure that these ambitious goals are optimally met, Häcker maintains a certified QM system based on DIN EN ISO 9001:2015. People in charge of quality, at Häcker Kitchens have mostly worked in production themselves. They therefore know what is important, where the development poten-

tial lies and what measures can be taken to improve quality even further. Master craftsmen or engineers are not only involved in production but also in new development. "When in doubt, pro quality" is the motto of the Quality Management. Another very important aspect for our customers is product safety. That is why Häcker undergoes regular audits by TÜV Rheinland, which carefully checks our processes and products. The key to success lies in the permanent improvement of

products and processes. But it also lies in the fact that all employees of the company are ready to face every day the challenges in the sense of the quality policy.





# SUSTAINABLE QUALITY IN THE PRODUCTION PROCESS

## DIGITAL SHOP FLOOR MANAGEMENT

At the traditional shop floor rounds in the plants, important topics are discussed and clarified in each shift. Are there any deviations and problems? Could the planned number of units be achieved? What are the malfunctions and actions? Since 2020, Häcker has been using digital management to increase production performance and involve employees in improvement activities. This involves analysing production processes, collecting the associated data, key figures and targets in order to discuss them together. This practice serves the culture of continuous improvement of production processes and their management and control. In the course of digitisation, the design of our information systems has also changed. Digital shop floor management enables data to be captured at its source and used automatically in real time.

**SUSTAINABLE ECONOMY** Overall, the digital shop floor management leads to a reduction in administrative effort and reduces throughput time as well as downtimes. With the help of quickly available, clean data, managers at Häcker's plants can identify errors and deviations quickly and easily, and initiate targeted measures at an early stage.

This not only improves the company's economic efficiency and optimises production processes in the long run, but also saves resources and, in many cases, reduces energy consumption.





# TESTED TO THE LAST DETAIL

## HÄCKER TEST LAB

On an area of around 300 m<sup>2</sup>, everything at Häcker is geared to standards, metrics and values.

In order to keep the quality promise, the materials are regularly tested in the Häcker test laboratory for their resistance to water vapour, damp and alternating climates. The test scenario simulates extreme conditions which far exceed the actual loads to be expected. Fronts are tested here over two weeks at 40 °C and 95 percent humidity. Other fronts are steamed for thirty minutes. Due to our internationality, our products have to withstand all climatic challenges.

Häcker is technically in a position to provide narrow parts with a water-resistant thick edging that meets the highest requirements in terms of quality and appearance. Whether hot steam or splashing water – a Häcker kitchen is protected all around in a sustainable way.

The Design Department monitors and tests the complete Häcker products for function and durability.

"FOR US, IT'S ABOUT CREATING LEGAL CERTAINTY, COMPARING MATERIALS WITH EACH OTHER, ASSESSING THE QUALITY OF OUR SUPPLIERS, AND MONITORING OUR OWN PROCESSES."

STEFAN MÖLLER  
Commercial Managing Director





# CERTIFICATES

Häcker Kitchens is a company that holds all relevant environmental protection and sustainability certificates. This is particularly important to us for two reasons. On the one hand, we will

always act in 100% compliance with the law. On the other hand, we obtain certificates to document our sustainability performance and have them externally audited. This way, custom-

ers can be sure to receive a certified sustainably produced kitchen.

The testing and certification body of LGA QualiTest GmbH has subjected the kitchen furniture line to a safety test and confirms with the GS test mark that the furniture meets the appropriate requirements in terms of safety, resilience, material consistency and ease of use. In addition, the GS test mark indicates that we undergo regular external monitoring, thus ensuring that the requirements are continuously met, even for new products.

Note: The GS mark refers exclusively to the listed kitchen furniture and countertops. For items that belong to the category of merchandise (appliances, sinks, accessories, home furniture, etc.), we require the appropriate evidence from suppliers that relevant standards and guidelines are met. Our fitted kitchens comply with the DIN standard EN 14749.



We operate a modern quality, environmental and energy management system. (DIN EN ISO 9001, DIN EN ISO 14001, DIN EN ISO 50001). The certification body LGA Intercert GmbH (TÜV Rheinland) has certified that the company has implemented a process-oriented quality management system in all areas – from product development to production and assembly to customer service – that meets the requirements of DIN EN ISO 9001. As an industrial company, we have a special shared responsibility for protecting the natural basis of life and are committed to continuously improving our environmental performance. Therefore, we have introduced an

environmental management system according to DIN EN ISO 14001 and had it certified by the certification body LGA Intercert GmbH (TÜV Rheinland). The use of low-emission waterborne coating systems makes a significant contribution to reducing emissions. In waste disposal, we rely on recyclable materials and thus ensure that all collected packaging is reprocessed and that the Packaging Ordinance is complied with. Companies should be encouraged to increase the resource efficiency of their operations, especially the effectiveness of energy as a resource.

Energy management systems are becoming more

and more important for this purpose and represent a way of systematically building up the necessary change in companies' energy consumption and in this way meeting new and stricter legal requirements. Only an effective energy management system can companies be supported in their efforts to reduce costs and increase efficiency and withstand global competition. The effectiveness of the energy management system according to DIN EN ISO 50001 was confirmed by certification body LGA Intercert GmbH.



Through the RKT take-back system, our packaging materials have been licensed. This ensures that packaging is collected by the disposal partners, that collected packaging is recycled and that all requirements of the German Packaging Ordinance are met.



The German Furniture Quality Association (DGM) has awarded us the RAL quality mark "Golden M" for the high quality of our products and exemplary health and environmental protection. The "Golden M" award is the only officially recognised quality mark for furniture in Germany that provides

guidance to end customers. The "Golden M" quality mark is an award for tested furniture that meets strict criteria in terms of quality, safety

"Furniture Made in Germany" – The guarantee of origin gives consumers at home and abroad a recognised and reliable guide when selecting new furniture. The strict criteria for the label were defined by the German Institute for Quality Assurance and labelling – RAL. The prerequisite for

Our production is climate-neutral and we have been recognized by the DGM as a climate-neutral company. For this purpose, the company's own emissions were recorded, and the savings that are already positive in the company today were offset. The remaining delta was compensated by the purchase of climate protection certificates. We used these certificates to support international reforestation, wind power and

and health/environmental protection. Over 55 years of research, laboratory testing, practical tests, comparisons and scientific exchange are behind the RAL quality mark – a good basis for worry-free living that gives you peace of mind when buying furniture.

the award of the label is that the construction, assembly and quality testing are carried out in Germany. In addition, the manufacturing process relevant to quality must take place predominantly in Germany.

hydropower projects. In addition, we have been awarded the emission label of the German Furniture Quality Association (DGM). The label is a credible certification that gives end consumers orientation and confidence when buying furniture. It is awarded in emission classes A to D. The strictest limits are found in emission class A.



The data of the sales manual can be retrieved for computer-aided kitchen planning in VdDK data format via: hks@haecker-kuechen.de. Through our Internet website at www.haecker-kuechen.com and our extranet access, we offer customers the opportunity to communicate with us and conduct business transactions online.

We have successfully completed the certification audit according to the PEFC Council guidelines. The certificate has been available since 01 January 2011. TÜV Rheinland certified.



# SUPPLY CHAIN MANAGEMENT

Sustainable supply chain management considers all the value creation steps of goods and services under economic, social and ecological aspects. The aim here is to eliminate or minimise negative impacts as well as to promote responsible corporate governance. A top priority of supply chain management is to clarify which prerequisites a supplier must have to join Häcker's supply chain. In a next step, the sup-

pliers are selected on the basis of criteria that are oriented to relevant key figures. In the following, we outline the most important points that Häcker focuses on for a sustainable supplier relationship.

## 25 %

OF OUR SUPPLIERS  
HAVE AN

**ENVIRONMENTAL  
CERTIFICATE  
ACCORDING TO  
ISO 14001**

## SUSTAINABLE SUPPLIERS

**PROCEDURE:** The evaluation of the environmental performance of suppliers is carried out by the environmental management officer (UMB). In consultation with management, this committee collects data to assess the environmental performance of suppliers. In order to be able to carry out an initial assessment, the supplier must complete a self-assessment questionnaire. The supplier's environmental performance is rated on the basis of the first 10 questions of the question-

naire, and this score is then stored in the supplier master data.

The supplier self-assessment is transmitted to the subcontractor. Only suppliers that have been approved and can also show more than 50 points in the supplier rating will be contacted. All questionnaires sent out are tabulated. Within 14 days, the questionnaire must be returned to UMB.

Incoming responses are documented and archived by UMB.

The suppliers are contacted again at regular intervals to provide information on their environmental performance. The evaluation of the supplier self-assessment and the environmental audit is the responsibility of the UMB. Suppliers who do not achieve a defined score or do not return the questionnaire will be discontinued by Häcker.





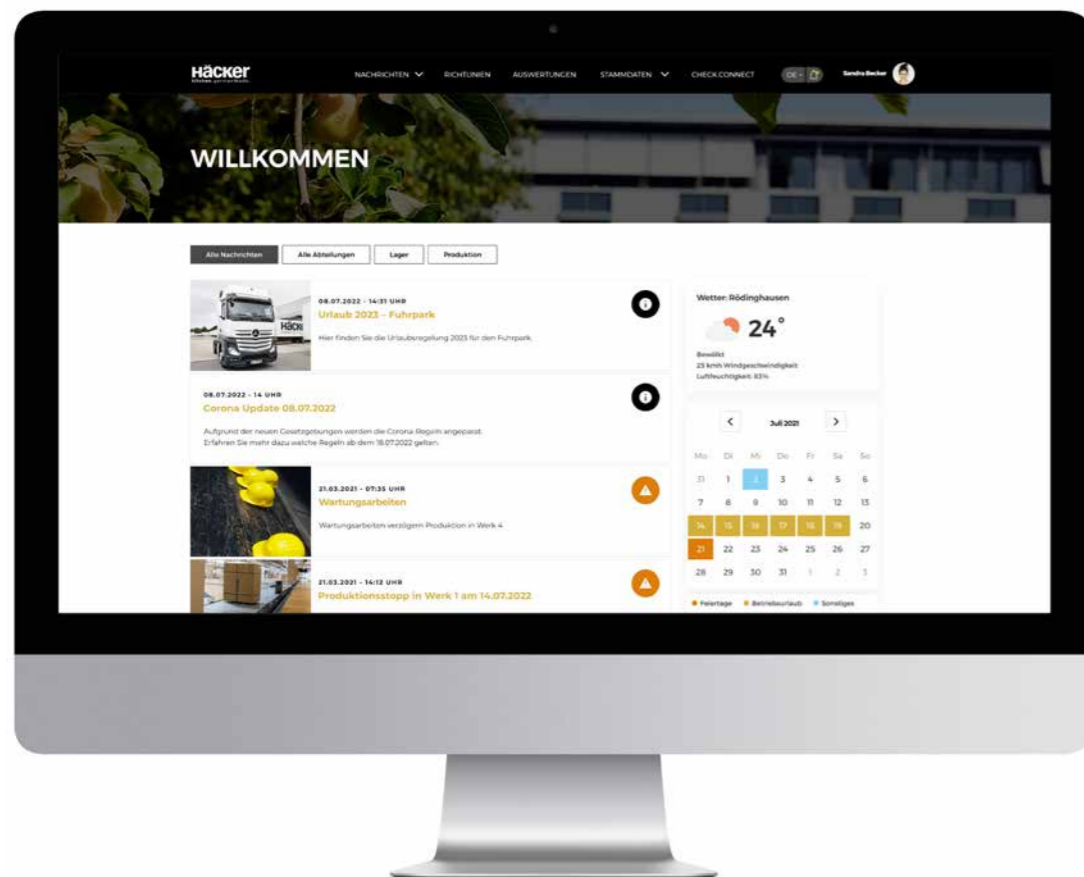
# ACTIVE COOPERATION

It is important to us to enter into a direct, fast and active exchange with our supply partners and to jointly meet the customer's requirements in the best possible way. Communication with suppliers is completely digital at Häcker, including orders, confirmations, appointments, etc.. In addition to the time savings achieved, this also allows large savings in resources such as paper or printer toner.

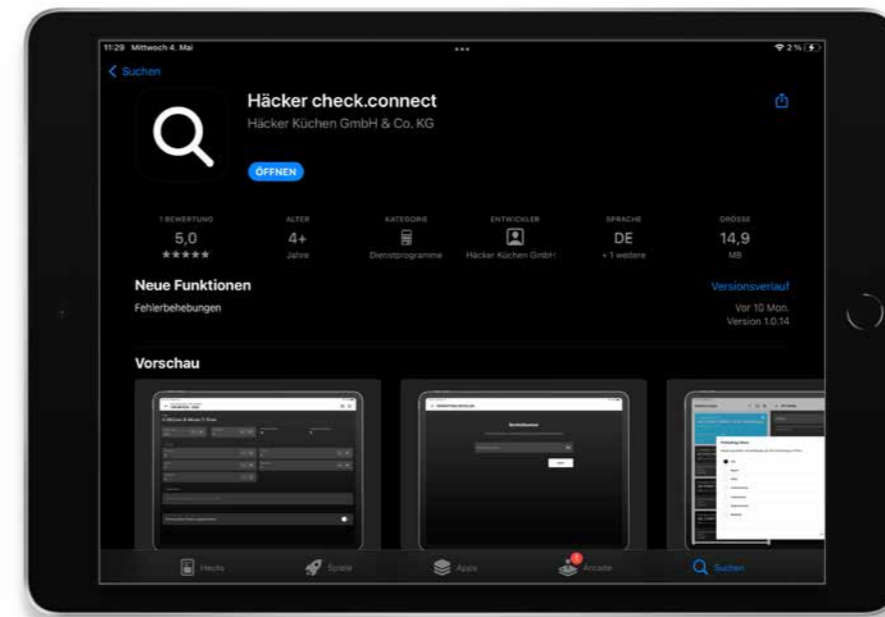
Digitisation also voids duplicate work.

Starting in 2023, Häcker will introduce a digital supplier portal. This online platform serves the active exchange between supply partners and Häcker Kitchens. The independent maintenance of master data, messages and information, joint activities and evaluations can be managed, viewed and initiated there on both sides. The

Häcker supplier portal promotes active collaboration and significantly increases information transparency. Both are of outstanding importance for the sustainable development of the relationship between suppliers and Häcker.



## HÄCKER CHECK.CONNECT SYSTEM



The Häcker check.connect system is a result of our efforts in the field of material procurement. The check.connect system supports the process of material inspections of purchased parts (standard parts) – from goods receipt to goods issue – of every involved actor in the supply chain. The aim is to avoid passing on any defective material and thus conserve resources in the long term.

## STRENGTHENING THE PARTNERSHIP RELATIONSHIP

The inspection processes and requirements along the international supply chain, which are agreed upon between the supplier and Häcker, are continuously synchronised. Information and requirements are provided centrally via the check.connect system. The system guides the user through the testing procedures and continuously ensures compliance with the test standards. This standardised approach, positive results and the joint further development of the check.con-

nect system reinforce mutual trust and the partnership relationship.

**SUPPLIER AUDITS** Regular appointments with suppliers serve to check procedures, improve processes, prevent errors and verify the environmental information from self-assessments. A good 30 suppliers are audited by Häcker every year.



INTELLIGENT TESTING  
STRATEGY FOR QUALITY  
AND SUSTAINABILITY



# DEVELOPING JOINT PROJECTS WITH SUPPLIERS

The first external projects on the subject of styrofoam-free packaging for suppliers are currently being implemented.

Front panel suppliers are already replacing polystyrene corners with corrugated cardboard corners.

Häcker uses lacquer laminate products with a high proportion of recycled PET (>50%) – for example, for both the Roma and Ravenna front models. Together with a regional manufacturer of lacquer laminate, Häcker wanted to revolutionise the product and prove that it is technically feasible.

To achieve this, it was important to jointly use the latest technologies in both the coating and the recycled material-processing. A lot of development work was carried out for this purpose. The result is a recycled 3D anti-fingerprint surface, which is 100% Made in Germany. The recycled PET used for this comes exclusively from GRS-certified companies (Global Recycling Standard), which can transparently prove its origin to us.

**100 %**  
MADE IN GERMANY



Roma – Pearl Grey



Ravenna – Crystal White

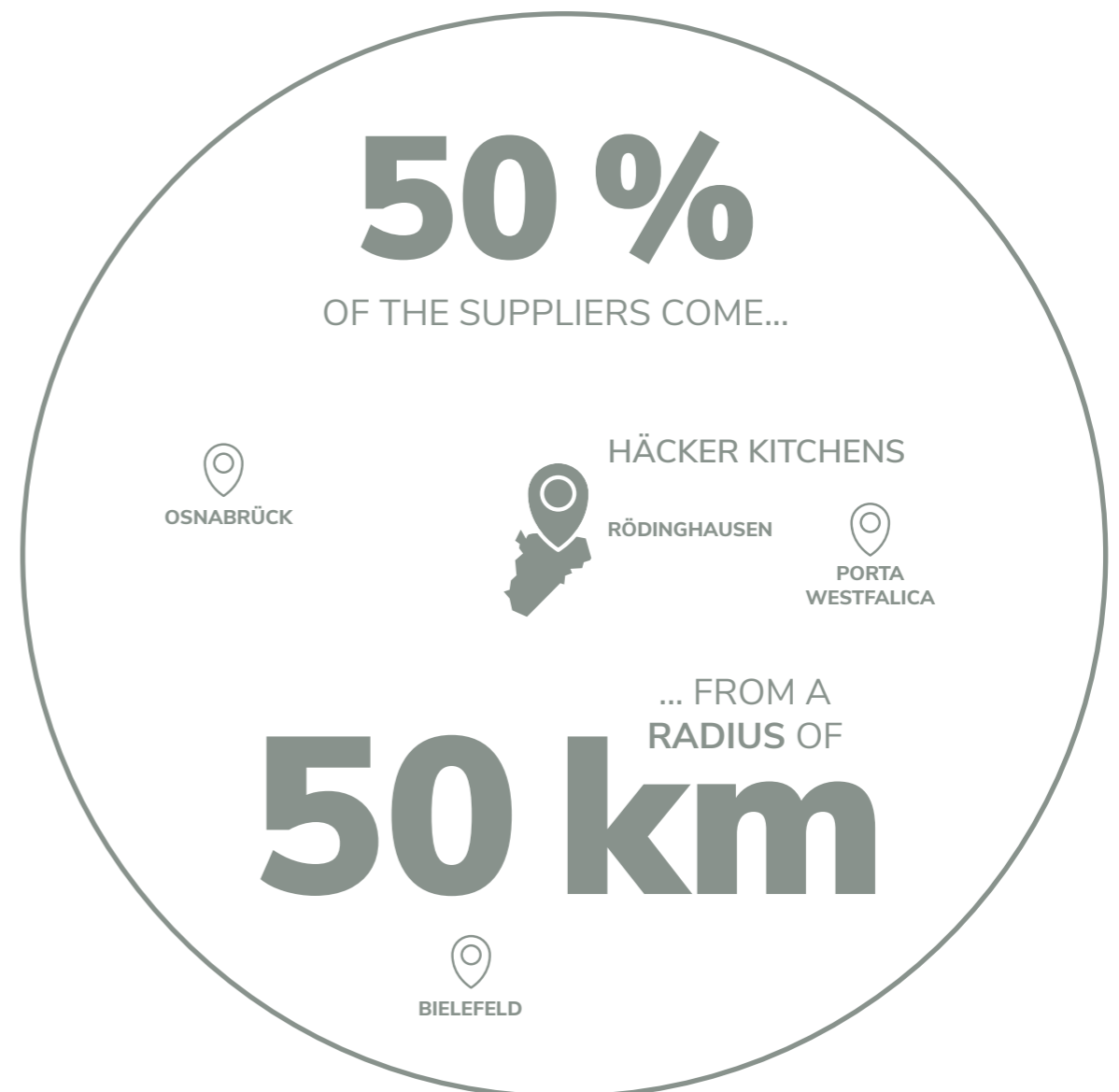
# REGIONALITY OF SUPPLIERS

Over 50% of Häcker's suppliers come from within a 50 kilometre radius. This long-standing regional connection means that Häcker has a sustainable supply chain at all times and

a significantly smaller carbon footprint due to shorter delivery routes.

What's more, the partial integration of suppliers into Häcker's product development processes ensures new solutions can be introduced to the market more rapidly.

opment processes ensures new solutions can be introduced to the market more rapidly.





# ECOLOGY

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# ENVIRONMENTAL MANAGEMENT

Environmental management involves the evaluation of the environmental programme and the implementation of the related goals.

At Häcker Kitchens, we focus on the challenges related to energy price increases and inflation, and are committed to environmental and climate protection year after year. We have therefore implemented numerous effective measures this year as well. We constantly strive to conserve resources

by reducing the use of materials. This year, we again significantly reduced paper consumption by digitizing numerous processes.

In marketing, we are increasingly relying on digital sales documents. There is enormous potential here, which we will continue to exploit.

Brochure volumes, for example, were reduced by 25%, resulting in a saving

of 400 tons of cardboard and paper.

Our delivery bills have been digitized.

If customers are still unable to dispense with paper altogether, delivery bills are only printed in single copies instead of double copies. This reduces paper consumption by 6,500 sheets per day, corresponding to a saving of 10 tons of CO<sub>2</sub> per year.

**"PAPER HAS A NICE FEEL TO IT. BUT I STRONGLY SUPPORT THE REDUCTION OF PRINTED BROCHURES. AND IF EVERYONE JOINS IN, WE CAN ACHIEVE SIGNIFICANT CO<sub>2</sub> SAVINGS."**

Karin Padinger

Head of Marketing and Interior Design





**342** TONS  
**CO<sub>2</sub> SAVINGS**  
 THROUGH REDUCTION  
**600,000**  
 KILOMETRES

If the use of materials cannot be reduced, we use environmentally friendly and sustainable materials. We have succeeded in replacing styrofoam in several areas.

92% of our transport packaging is now made of recyclable cardboard

packaging. The regional supplier structure of Häcker also makes an important contribution to optimising our environmental performance. We source 55% of our purchasing volume from within a 50-kilometre radius. It is important to us to optimize the overall use of energy. In our fleet,

we are shifting more and more capacity from road to rail. In 2021, already 600,000 road kilometres were saved, equivalent to a reduction of 342 tons of CO<sub>2</sub> per year. In the current year, we are further expanding this logistics concept.

Energy-intensive production processes and machines are regularly checked for potential savings. This year, the optimisations to our compressed air use will result in savings

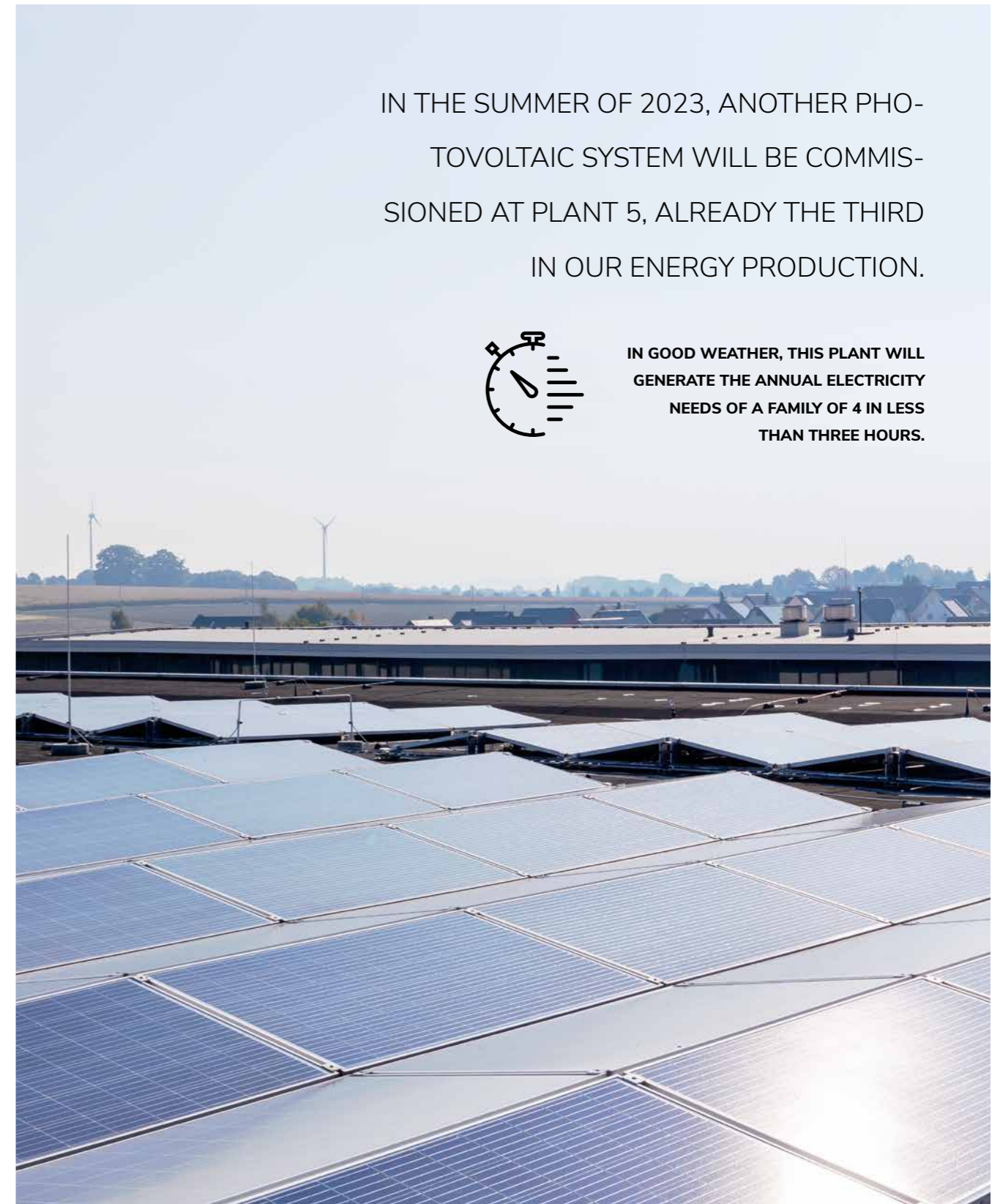
of 80,000 kWh of electricity and the avoidance of an additional 38 tons of CO<sub>2</sub>. All these measures show that sustainable management and environmental protection are very impor-

tant to us and that we continuously make our contribution to achieving environmental policy goals.

IN THE SUMMER OF 2023, ANOTHER PHOTOVOLTAIC SYSTEM WILL BE COMMISSIONED AT PLANT 5, ALREADY THE THIRD IN OUR ENERGY PRODUCTION.



**IN GOOD WEATHER, THIS PLANT WILL GENERATE THE ANNUAL ELECTRICITY NEEDS OF A FAMILY OF 4 IN LESS THAN THREE HOURS.**





# QUANTIFICATION OF ENVIRONMENTAL PERFORMANCE

## WASTE 2022 – CAPACITY-ADJUSTED

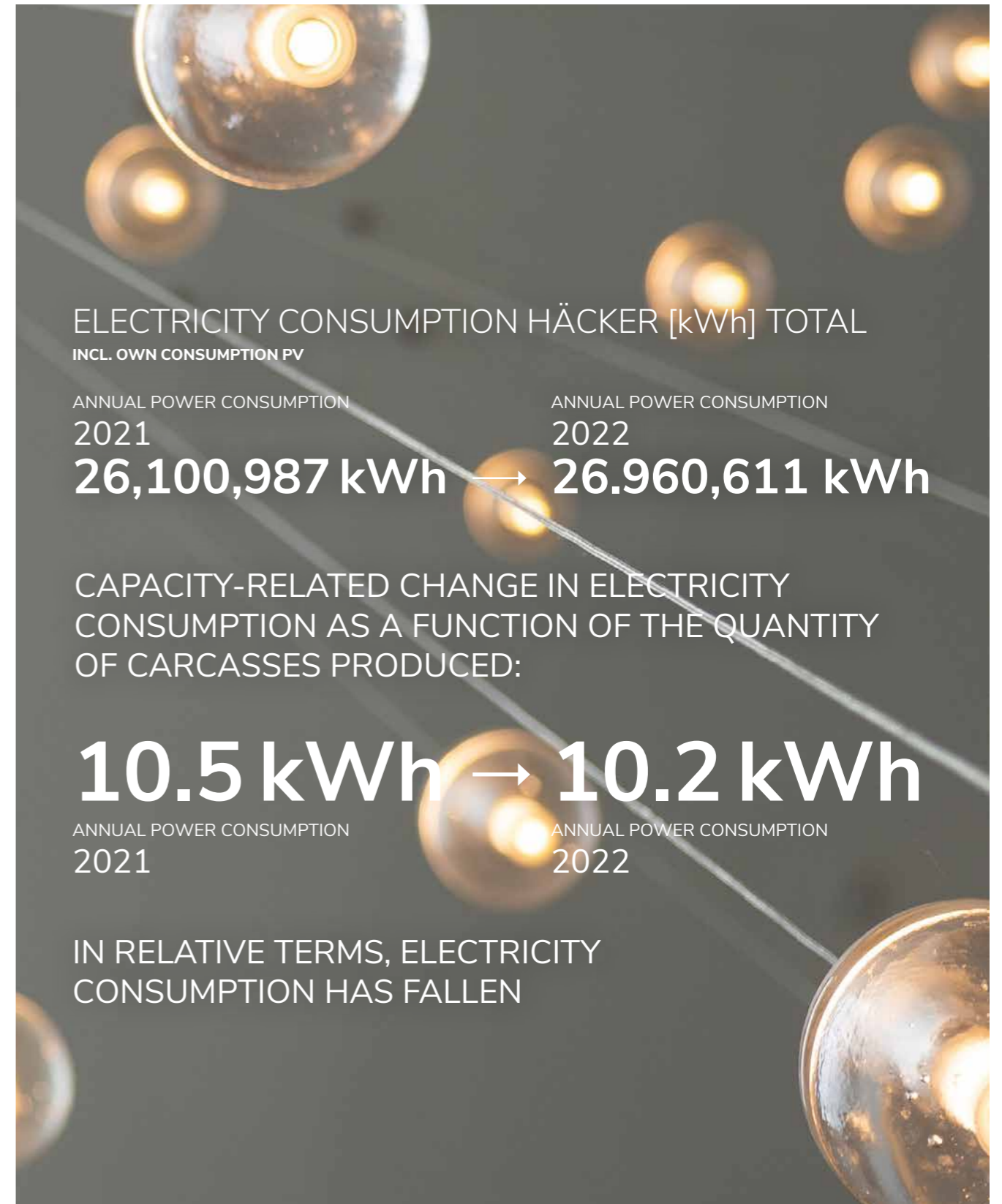
**321** TONS } INCREASE OF  
RESIDUAL WASTE } **6.49 %** TO THE PREVIOUS YEAR

**10,803** TONS } INCREASE OF  
CHIPBOARD } **13.43 %** TO THE PREVIOUS YEAR

**833** TONS } REDUCTION OF  
PAPER|CARDBOARD } **1.08 %** TO THE PREVIOUS YEAR

**62** TONS } INCREASE OF  
FOIL } **18.80 %** TO THE PREVIOUS YEAR

**127** TONS } REDUCTION OF  
BOILER ASH } **10.42 %** TO THE PREVIOUS YEAR



## SOLVENT CONSUMPTION

Due to the increase in production by 23.87%, the total amount of solvent waste increased from 270 tons to 559 tons in 2021. Adjusted for capacity,

the figure rose to 66.61% compared with the previous year. The total quantity of solvents (purchasing) increased from 46 tons to 48 tons. After

deduction of the disposed solvents, 8.8 tons of emission remain (according to reduction plan 2021).



# EVALUATION OF THE ENVIRONMENTAL MANAGEMENT SYSTEM

Our Environmental Management System is managed in compliance with standards based on DIN EN ISO 14001:2015. The management manual complies with the valid ISO standard. Based on our Environmental Management System, we will be able to maintain and further expand our good environmental performance.

## ENVIRONMENTAL GUIDELINES

Häcker has operated an environmental management system since 2009 and an energy management system since 2014.

DIN ISO 14001 Environmental Management  
DIN ISO 50001 Energy Management

Environmental protection is an integral part of the corporate policy of Häcker Kitchens. For us, the protection of the environment and the conservation of natural resources do not end with compliance with applicable laws and regulations. We aim to develop continuously improving standards that go beyond the legal requirements (see PURemission).

- 01** WE USE ENERGY, WATER AND MATERIALS SPARINGLY AND IN AN ENVIRONMENTALLY FRIENDLY MANNER. THIS SAVES US COSTS AND AT THE SAME TIME STRENGTHENS OUR ECONOMIC BASE.
- 02** WE ENSURE THAT WASTE IS AVOIDED, THAT UNAVOIDABLE WASTE IS RECYCLED PROPERLY OR DISPOSED OF IN AN ENVIRONMENTALLY SOUND MANNER.
- 03** WE STRIVE TO SOURCE AND SELL ENVIRONMENTALLY FRIENDLY KITCHEN PRODUCTS.
- 04** WE SEEK HONEST AND OBJECTIVE DIALOGUE WITH OUR SUPPLIERS. WE ATTACH IMPORTANCE TO OBSERVING THE CONCERNS OF ENVIRONMENTAL PROTECTION IN THE TRANSPORTATION PROCESS.
- 05** WE PROMOTE THE ENVIRONMENTAL AWARENESS OF OUR EMPLOYEES BY INVOLVING THEM IN COMPANY ENVIRONMENTAL PROTECTION (INFORMATION, MOTIVATION AND TRAINING).
- 06** WE CONSISTENTLY AUDIT OUR ENVIRONMENTAL PROGRAMME AND INITIATE APPROPRIATE MEASURES IN CASE OF DEVIATIONS. THIS STRENGTHENS OUR TRUSTING RELATIONSHIP WITH THE AUTHORITIES.



# WASTE CONCEPT

## WASTE MANAGEMENT

Only small amounts of waste are generated at Häcker. In line with its corporate philosophy, the company systematically implements various resource-saving measures to permanently prevent the generation of waste.

**RECYCLING OF PAPER WASTE** The paper residues generated in production, goods receipt and shipping are filled into paper sacks and subsequently used as an environmentally friendly load securing solution.

## WASTE STATISTICS 2022

### WASTE WOOD BY CATEGORIES

#### CATEGORY I

**126** TONS

OF NATURAL WOOD,  
ONLY MECHANICALLY PROCESSED

#### CATEGORY II

**9,851** TONS

OF TREATED WASTE WOOD, WITHOUT OR-  
GANIC HALOGEN COMPOUNDS

#### CATEGORY III

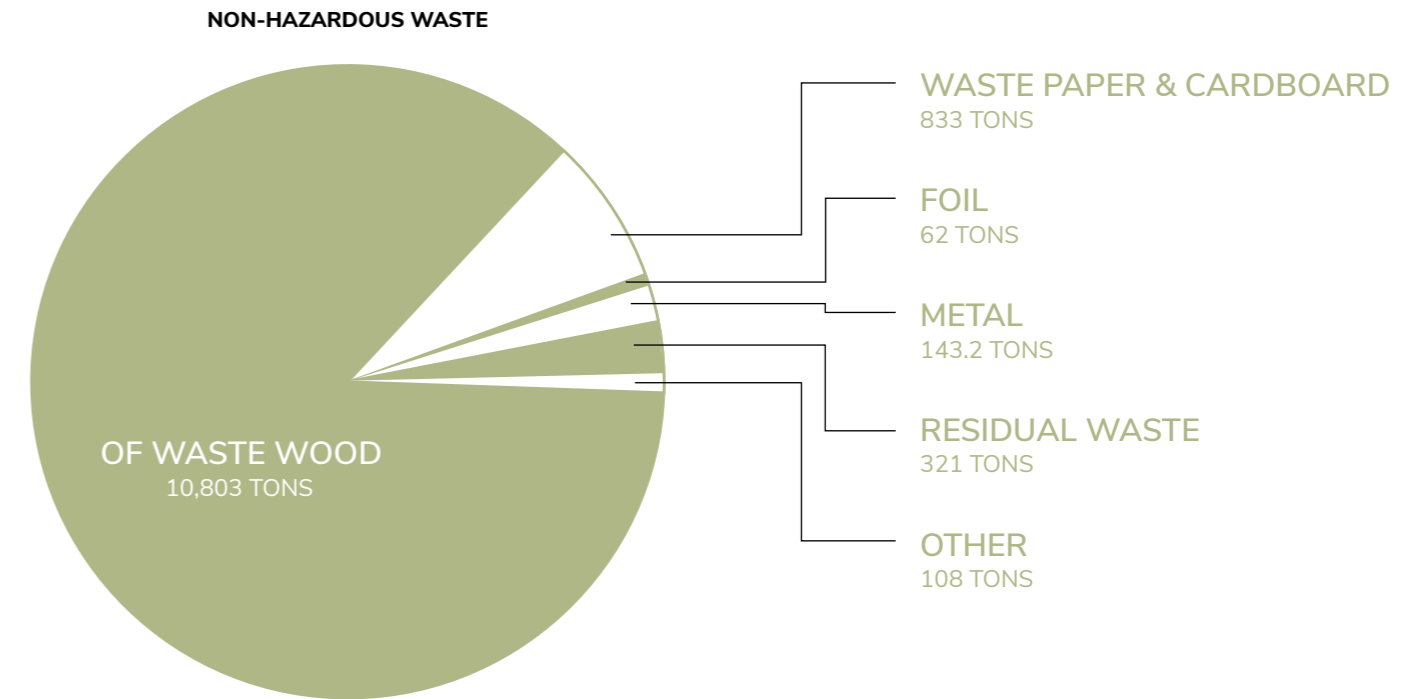
**10** TONS

OF TREATED WASTE WOOD, WITH ORGANIC  
HALOGEN COMPOUNDS

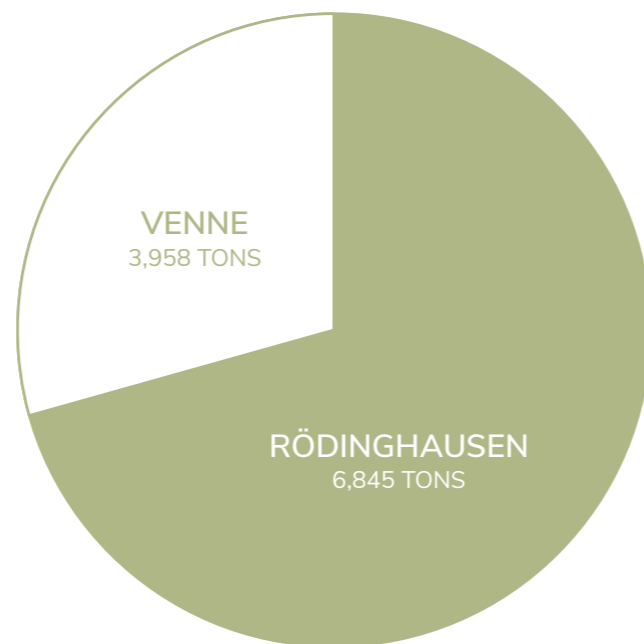
#### CHIPS | WOOD CHIPS

**748** TONS

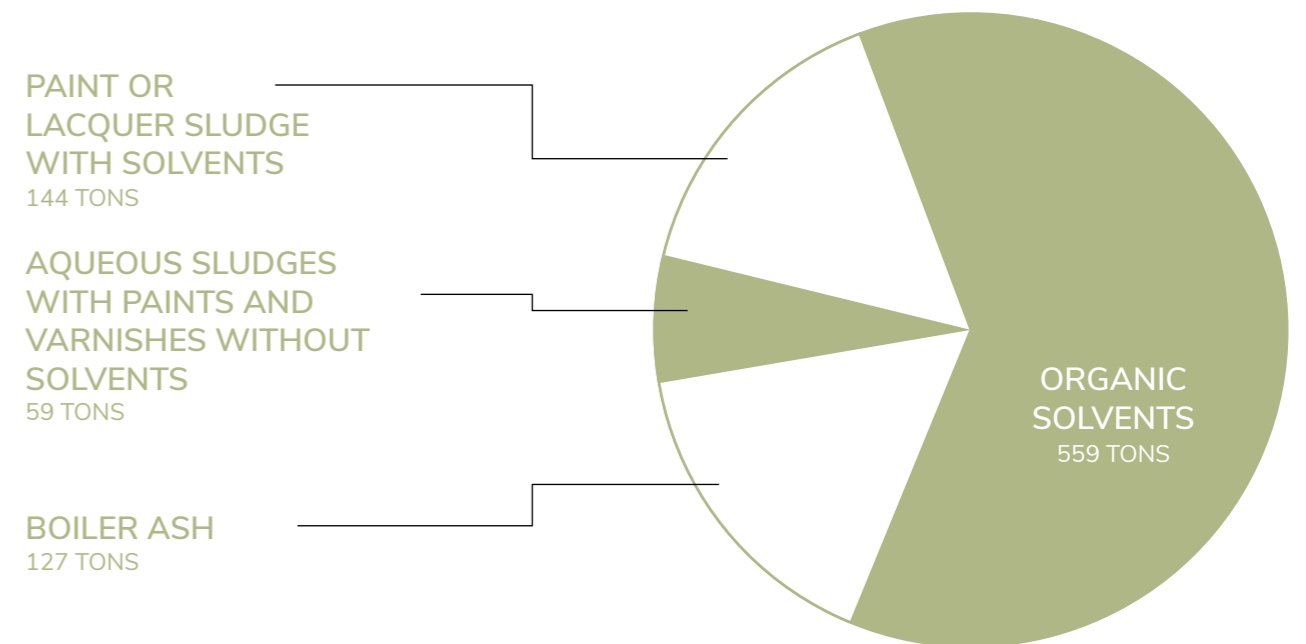
OF CATEGORY II, CHOPPED



### WASTE WOOD BY LOCATION



### HAZARDOUS WASTE





# WASTE AVOIDANCE

## MORE PAPER & CARDBOARD – LESS PLASTIC

TRANSPORT PACKAGING	2020	2021	2022
NUMBER OF CABINETS	2,224,841	2,403,637	2,458,362
CARDBOARD / PAPER	3,948,420 kg	4,511,317 kg	4,645,948 kg
FOIL	223,957 kg	199,228 kg	201,344 kg
FOAM	4,169 kg	3,332 kg	4,743 kg
STYROFOAM	121,613 kg	119,513 kg	97,318 kg
STRAPPING PLASTIC	76,334 kg	70,519 kg	75,021 kg

## TARGETS 2023

For the avoidance of waste, targets are set in production and Measures bindingly defined. These include:

- +** **WASTE AVOIDANCE THROUGH OPTIMISATION OF CUT-TO-SIZE PACKAGING IN PLANT 2 (SUBSTITUTION OF STYROFOAM)**  
 THE EDGE PROTECTION OF THE BLANKS HAS BEEN SWITCHED FROM STYROFOAM TO CARDBOARD.
- +** **WASTE PREVENTION THROUGH OPTIMISATION OF PACKING STATION PACKAGING (SUBSTITUTION OF STYROFOAM)**  
 THE HINGE PACKAGING IS TRANSFERRED FROM STYROFOAM TO A SUSTAINABLE MATERIAL, E.G. FIBRE CASTING.
- +** **WASTE PREVENTION THROUGH OPTIMISATION OF THE FRONT PROTECTOR (SUBSTITUTION OF STYROFOAM)**  
 THE FRONT PROTECTORS ARE SWITCHED FROM STYROFOAM TO A SUSTAINABLE MATERIAL.

Häcker also takes indirect measures to reduce waste, such as reducing the foil thickness of fitting bags from 60 my to 50 my. This reduction will save 4.5 tons of CO<sub>2</sub> per year with a current acceptance volume of 264,000 linear metres of foil.

**PACKAGING WASTE** We close substance cycles where possible. Häcker Kitchens licensed packaging materials via the RKT take-back system. This ensures that packaging is collected by the disposal partners, that collected packaging is recycled, and that all requirements of the Packaging Ordinance are met. Häcker's packaging is disposed of in an environmentally friendly manner by Recycling-Kontor Transportverpackungen GmbH & Co. KG (RKT). RKT is a competent contact partner for the disposal of styrofoam packaging and the HBCD limit of 1,000 mg/kg specified in the EU Regulation (EC No. 850/2004), which has become legally effective since September 2016. The specialist dealers associated with us can also commission RKT for the removal of transport packaging.

**PLASTIC WASTE** Plastic waste arises at Häcker primarily during deliveries of goods. Pallets are usually wrapped in plastic foil to secure them for transport. In some cases, plastic straps are used as an additional safeguard. Plastic packaging is used for electrical appliances (styrofoam and foil), furniture cabinets (strapping tape), countertops (plastic corners), cut-to-size goods (receive a plastic – edge protection and are sealed in foil), fronts with handle strip (styrofoam protection), high refrigerator doors (plastic angle as a safeguard), as well as individual parts in the hardware package (screws/base are packed in a foil tube). Here,

too, solutions have been developed with suppliers for the economical use of packaging material. Many issues that disposers deal with relate exclusively to styrofoam materials that are generated during the refurbishment/deconstruction of buildings. This does not affect packaging materials made of styrofoam. Furniture dealers therefore only have to ensure that styrofoam packaging is not mixed with other types of styrofoam waste (e.g. from demolition work). There are still many options and demand on the recycling market for styrofoam packaging that has been collected “cleanly”. If there are any questions, RKT will contact the disposal company or, if necessary, commission a new disposal company to collect the transport packaging.



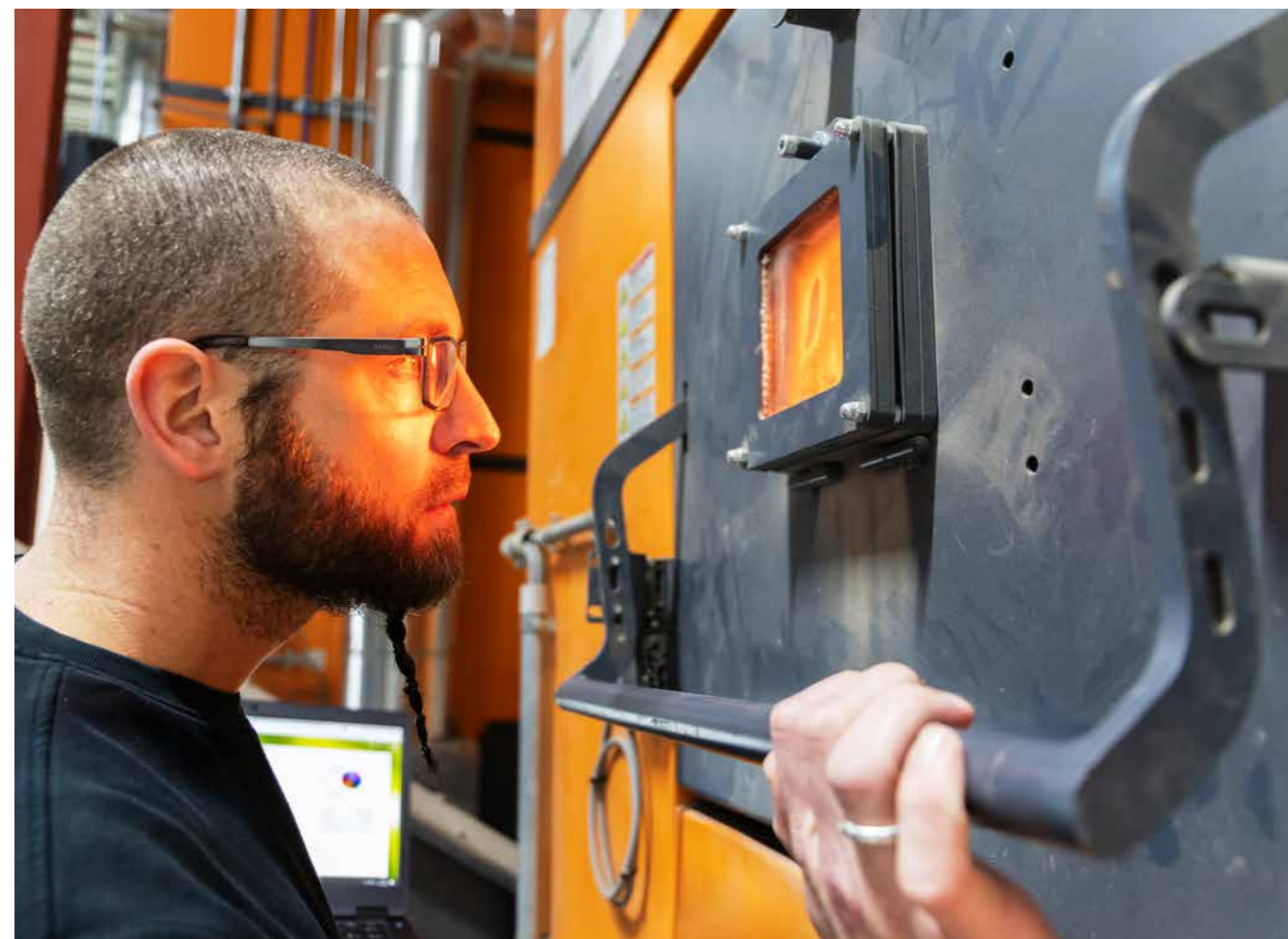
# ENERGY TEAM

## OUR MISSION TO SLASH ENERGY CONSUMPTION

Under the direction of Managing Director Dirk Krupka, the Energy Management department deals with energy procurement, the implementation of DIN EN 50001-2018 in the company and the associated certification, the implementation of technical measures and measuring point concepts. All measures have been developed in

the Energy Team. When it comes to gas, we are completely independent because we generate our thermal energy from chips and production waste in our biomass boilers. In addition, we generate a certain proportion of our electricity from our photovoltaic systems. Two systems have been working on the roofs in Rödinghausen for

a long time. In the summer of 2023, a new system will be added to the roof of Plant 5 in Venne. In one hour of sunshine, this system then generates half the annual energy requirement of a four-person household.



## WHAT IS HÄCKER DOING TO SAVE ENERGY?

For years we have regularly put all energy consumers to the test. Annual measures to improve “energy performance” are adopted. This applies to the reduction of thermal energy, diesel consumption and the optimisation of lighting (LED), compressed air and switching times. In the past we have

implemented many energy-saving measures, such as the conversion of the lighting to LED in the production halls, the upgrading of the truck fleet to the latest engine technology, the modernisation of the compressed air generation in Rödinghausen (keywords: compressed air network anal-

ysis & leakage measurements) as well as the purchase of machines from the latest energetic aspects in Plant 5.

## DOES HÄCKER USE SUSTAINABLE ENERGY?

Generating heat from our production waste is significantly more sustainable than using fossil fuels. We are also score high on sustainability when

it comes to electricity. The electricity we purchase has a high proportion of renewable energies of 67%. The value across Germany is 49%. Added

to this is the solar power we produce ourselves with our photovoltaic systems.



# ENERGY MANAGEMENT

The Häcker energy management system has again made a valuable contribution to environmental protection.

The current political and economic situation is causing the prices for raw materials and energy to rise significantly. Not only for reasons of environmental and climate protection, but also from a business point of view, energy must be used more efficiently and energy consumption reduced wherever possible.

This is precisely the strategic goal of our energy management system. The energy consumption per manufactured carcass is to be reduced by 1.3% annually in the years 2021 to 2025. Häcker has set operational goals and defined effective measures to achieve the strategic goal.

**AN EXAMPLE:**

By replacing 768 fluorescent tubes in Plant 1 with modern LED lamps, power consumption was permanently reduced by around 170,000 kWh per year. In Plants 2 and 3, over 1,000 lamps were replaced. This investment will pay off in less than three years, and is a path we will continue to follow consistently.

Another effective way to reduce power consumption is to optimise the

compressed air system. Compressed air is very energy-intensive and expensive. The systematic search for and elimination of pipe leaks has already saved 80,000 kWh per year. In the current year, we will save an additional 100,000 kWh of electricity for compressed air generation by repairing further leaks.

A very detailed monitoring of the energy flows and consumption in the entire company is crucial for uncovering energy saving potentials. The measuring point concept has been revised and expanded so that it is even more meaningful, allowing unreasonably high energy consumption to be identified significantly faster.

It is now also possible to monitor the generation and distribution of heating and cooling energy. To date, there have been almost no measuring points for this. The vehicle fleet has also undergone a positive development, with truck diesel consumption falling slightly from 23.24 to 23.18 litres per 100 kilometres.

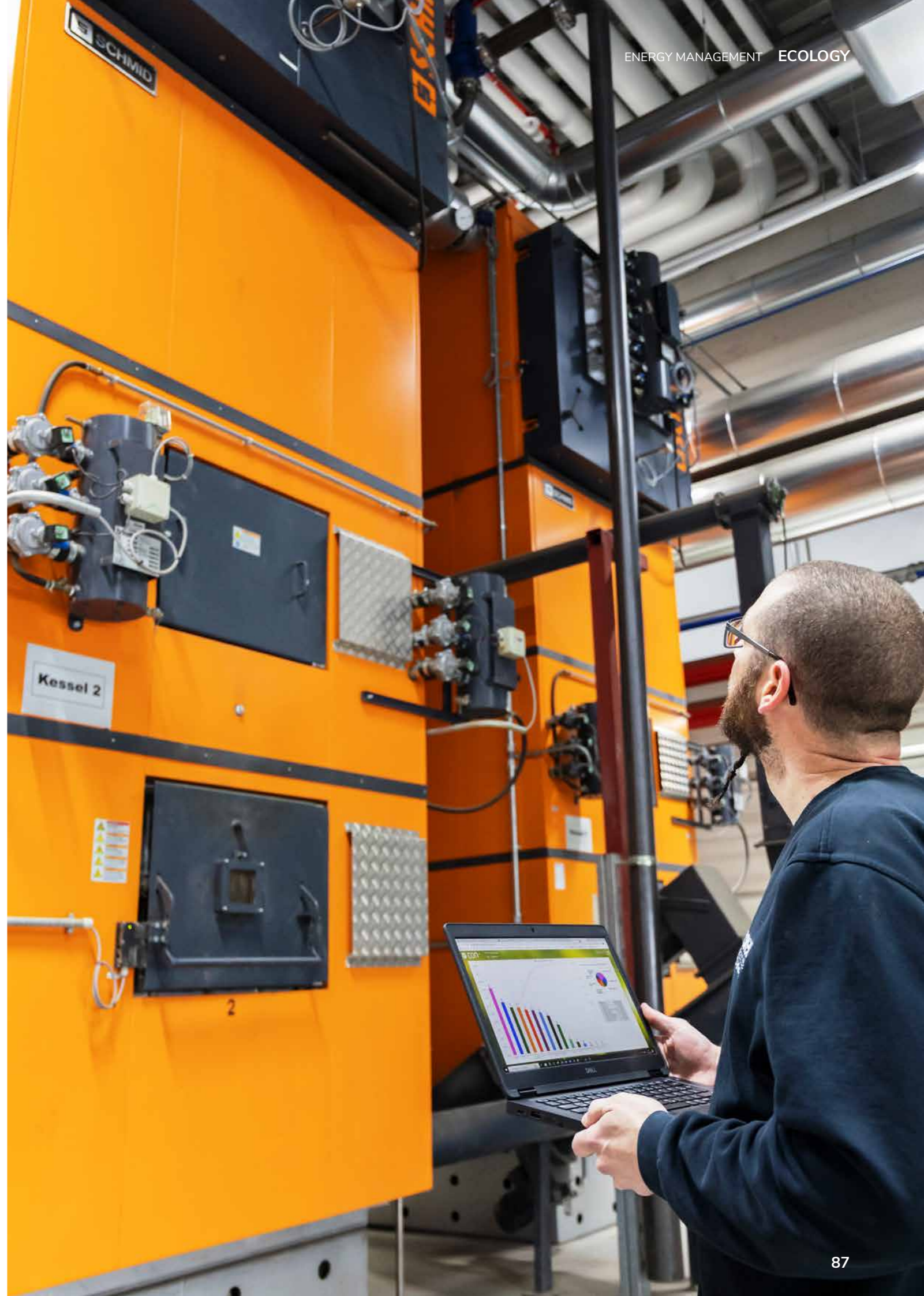
By shifting transports to rail, we have saved over 600,000 truck kilometres, which has paid off both energetically and economically. The

fuel consumption of the technician vehicles was reduced from 9.1 to 8.7 litres per 100 kilometres.

Overall, power consumption increased from 22.9 million kWh to 26.1 million kWh due to the ramp-up of plant 5. The use of thermal energy was reduced by 4.3% and amounted to 30.2 million kWh last year.

Overall, we have significantly exceeded our goal and reduced the energy consumption per cabinet by 2.4%. For 2023 we have defined measures with which we will further reduce the consumption of electricity, fuel and heat energy.

The achievement of the energy goals is checked in the regular Energy Team meetings. The auditors ensure that improvements and corrections are tracked. The topic of energy and the environment is an integral part of the instructions and internal audits.







## BIOMASS BOILER

**SELF- GENERATING HEAT PRODUCED BY BIOMASS BOILERS** The heat distributed in the administration building comes from the boiler house for kitchen production.

The heat is generated via five biomass boilers with a total output of 13 MW,

which are fired with wood waste from production, allowing the building to be heated in a very efficient and environmentally friendly way.

The biomass boilers can also be used for cooling, which takes place via a highly efficient absorption chiller in-

stalled downstream of the biomass firing. Here, cold is generated by complex thermal processes with a very environmentally friendly and economical technology.

Thanks to the thermal technology, Häcker does not consume any gas!

## PHOTOVOLTAIC

Power generation of own PV systems in 2020: 182,527 kWh – enough to supply around 50 four-person

households with electricity. The share of renewable energies in the electricity purchased is 67%.

The power of the additional PV plant in Venne is 2,259.9 kWp.

## COMPRESSED AIR SYSTEMS – HEAT RECOVERY

**COMPRESSED AIR AND ENERGY EFFICIENCY** Compressed air plays an important role in automated production processes and is one of the most expensive forms of energy. The compressed air quality depends heavily on the ambient conditions. Even in normally polluted zones, the hydrocarbon content due to emissions from industry and traffic can be between 4 and 14 mg/m<sup>3</sup> air. In industrial areas where oils are used as lubricating, cooling and process media, the mineral oil content alone can be well over 10 mg/m<sup>3</sup>. There are also

other contaminants such as sulphur dioxide, soot, metals and dust. At Häcker Kitchens, the energy in the compressed air is mainly converted into mechanical work and used as process air in linear movements (such as clamping, swivelling and feeding).

In addition, the compressed air is used to generate vacuum for system control air.

Our goal is to check all compressed air consumers and – where necessary – improve them. Overall, the generation

of compressed air accounts for 10% of the total energy consumption at Häcker Kitchens.

We have already carried out optimizations in the past and brought our compressed air systems up to the latest state of the art, resulting in savings of around 30% in operating costs. In addition, Häcker relies on innovative pneumatic components that ensure high savings in compressed air. The compressed air systems in our production plants are constantly being overhauled and replaced with more efficient ones.



# PROCUREMENT MANAGEMENT

## SUSTAINABLE RAW MATERIALS

- ✚ OVER 92% OF OUR PACKAGING MATERIALS ALREADY CONSIST OF CARDBOARD
- ✚ WE CONSISTENTLY STRIVE TO AVOID THE USE OF STYROFOAM AND FILMS IN PRODUCTION
- ✚ ALL PAINTS USED BY HÄCKER ARE WATER-BASED
- ✚ THE WOOD USED IN WOOD-BASED PANELS HAS A PEFC CERTIFICATE AS PROOF OF SUSTAINABLE FOREST MANAGEMENT

## SUSTAINABLE SUPPLIERS

Working together with sustainable supply partners is a top priority for Häcker. For this reason, Häcker has implemented measures to make en-

vironmental criteria a key requirement for its partners.

## SUSTAINABLE BUILDING CLEANING

Environmentally friendly services in building cleaning have become an essential quality feature that ensures the protection of people and nature, machines and equipment.

Häcker uses environmentally friendly cleaning services for its largest plant in Venne. The cleaning company deployed received the bronze award from Piepenbrock in 2022 for its high

degree of environmentally friendly cleaning. The awards focussed on categories such as cleaning processes, cleaning chemicals and dosing technology.







SETTING A GOOD EXAMPLE.  
 “IT'S REALLY FUN TO DRIVE THESE CARS AND BE  
 EMISSION-FREE ON THE ROAD.”

STEFAN MÖLLER  
 Commercial Managing Director

# LOGISTICS & MOBILITY

Personal dialogue with our customers and suppliers is very important to us – which is why business trips are essential. Through efficient planning and a combination of appointments that are in close proximity, we strive to keep the environmental impact as low as possible.

We now communicate online worldwide via Microsoft teams and thus save on travel. For necessary business trips, we prefer travelling by train. A significant proportion of company vehicles used for field trips are already electric vehicles.

Häcker has concluded an agreement with OWL-Verkehr on a company subscription for its employees, giving them the opportunity to obtain monthly tickets at a price that is up to 21% cheaper.

Taking the bike to work – Häcker has offered environmentally-friendly job bike leasing for a number of years. As a result, more than 440 employees have already switched from cars to bicycles, ensuring an enjoyable ride to work in Häcker's natural environment.

## ELECTROMOBILITY

Electromobility plays an increasingly important role at Häcker, with a growing number of pool and company vehicles being driven electrically. In line with the increase in e-mobility, Häcker also provides the necessary infrastructure. Häcker currently has ten charging stations for e-vehicles at

the Rödinghausen site, plus 16 more that are in the planning stage.

To close the sustainable loop, the electricity in the charging stations is generated from the photovoltaic systems on the roofs of the Häcker headquarters.





50% of our suppliers are located within a 50 km radius.

This proximity to our partners not only ensures faster delivery and response times, but also has a positive effect on the ecological balance.

Häcker's logistics department constantly checks the utilisation of the means of transport. Flows of goods are controlled in such a way that cross-traffic is avoided. Häcker has its own fleet of over 100 trucks. The vehicle fleet will continue to be optimised in the future in order to reduce pollutant emissions. Emissions from company vehicles are offset by climate certificates. To reduce emissions, Häcker is working hard to optimise transport, using environmentally friendly vehicles, electric vehicles and recyclable packaging materials.

Against the background of higher energy and space efficiency, Häcker also relies on the use of giga liners in addition to rail transport. A specific route network has been defined for the 25.25 m long truck. Our new giga liner Type 3 with motor vehicle, dolly axle and trailer can only be driven

by professionally trained personnel. The vehicle, which can weigh up to 44 tons (in Germany), requires a special training that qualifies drivers to bring the high-quality goods safely and reliably to their destination.

**INTERESTING FACT:** Two journeys of the long truck correspond to three journeys of a standard articulated lorry.

To deliver its products Europe-wide, Häcker is relying on the combination of road and rail. The idea: To reduce truck journeys on multi-day European tours by sending the drivers fully loaded semi-trailers to their destination by rail. The clever transport concept saves not only time and money but also CO<sub>2</sub> emissions. Rail loading is currently used for routes to northern Italy, Switzerland, Austria and southern France. For this purpose, 40 cranes were purchased.

Häcker is relying on environmentally friendly rail transport.

"Because we combine the tours with train journeys, we no longer have as many arrivals and departures," ex-

plains Thorsten Joerend, Head of Logistics. "We have utilised the vehicles better and can do without a lot of empty runs." In other words: more productivity of the fleet and driver without increasing fleet costs and personnel deployment.

The driver teams were actively involved in the "Europe Rail Loading" project right from the start and are positively impressed by the combined transport concept. Their conclusion: more deliveries and more rest periods – with fewer kilometres driven. The telematics system used documents the entire course of the tour with location and time information. This is connected to Häcker's internal ERP system (merchandise management system) via a standard interface. The complete tour data and loading lists are then available to the driver on the scanner. Unloading and accounting efforts have been made significantly reduced and proof assurance for our customers has been greatly improved.



**3,800** m<sup>2</sup>  
EXHIBITION AREA

**1,000** m<sup>2</sup>  
HACKER CAMPUS  
TRAINING CENTRE



# LOCATION DEVELOPMENT

Häcker is aware of its responsibility for a building design that respects nature conservation, taking into account the local, landscape-typical conditions. With a view to the expansion of the site, this is of increasing importance. The architecture of the buildings blends in perfectly with the landscape.

The building complex of the Panorama (administration) with a total area of approx. 7,500 m<sup>2</sup> extends over four floors. The exhibition area of the

showroom itself now amounts to a total of 3,800 square metres. The premises also house a state-of-the-art Häcker Campus training center with an area of around 1,000 m<sup>2</sup>.

More than 300 bright and ergonomically equipped workplaces are located on three office floors. The generously designed training and seminar rooms with a terraced outdoor area are located on the ground floor.



## LED LIGHTING

By switching to LED lighting, 310 tons of CO<sub>2</sub> are saved or avoided per year.



# PRESERVING BIOLOGICAL DIVERSITY

Häcker is involved in a variety of social and ecological projects in order to improve in the long term the living conditions of people, animals and plants and to leave an intact environment behind for future generations. Bees, butterflies & Co. play an important role in our biological cycle. As plant pollinators and a source of food for other animals, they are crucial for biological diversity and the preservation of species.

The location of Häcker Kitchens in Rödinghausen is in the countryside and the preservation of biological diversity plays an important role in the integration of the entire facility. The so-called "roof terraces" between the Panorama buildings have been planted. Häcker Kitchens employs three gardeners. In addition, there are other external gardeners who take care of the green areas on a permanent basis. Since the location is in the middle of nature, it can be assumed that there are around 70 different tree and plant species that need to be cared for here. In addition to a rich flora, there are also some bird species, including the rare goldfinch. On the company prem-

ises, next to the main building, there is a wet biotope in the form of a pond and an orchard with nesting aids for birds.

The "Blumiger Landkreis Osnabrück" ("Flowery Osnabrück County") project is committed to saving bees and insects in the Osnabrück region. Häcker Kitchens sponsors this project by providing high-quality flowering meadow seed as well as machinery.

In addition, 25,000 m<sup>2</sup> of flowering meadows have been laid out on the premises in Rödinghausen and another 15,000 m<sup>2</sup> on the factory premises in Venne to protect against insects.

"Blumiges Venne" ("Flowery Venne") was awarded 3rd place in the Municipal Areas section of the nationwide "Deutschland summt" ("Germany hums") competition. The cooperation to save bees and insects will be further intensified in the coming years, because this is part of our ecological responsibility.

40,000 m<sup>2</sup>  
OF FLOWERING MEADOWS  
400 m<sup>2</sup>  
WET BIOTOP



# SOCIETY

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# THE PEOPLE FACTOR

Our success story is actively shaped by people, day after day. It is only thanks to the personal commitment of all employees, their attention to detail and their creativity that Häcker is a successful and sustainable employer. We attach great importance to the active participation of our employees in shaping the operational processes. Cooperation at Häcker Kitchens

is characterised by humanity, respect, fairness, trust and openness. In addition to independence at work, we promote further and advanced training, organise health days and support well-being at work with various offers and services.

**“I AM FIRMLY CONVINCED THAT WE CAN ONLY ACHIEVE ECONOMIC SUCCESS WITHIN A HEALTHY ECOLOGICAL AND SOCIAL FRAMEWORK. THEREFORE, WE HAVE FIRMLY ANCHORED SUSTAINABILITY AS A CORE COMPONENT FOR THE ENTIRE COMPANY.”**

**JOCHEN FINKEMEIER**  
Managing Partner



**PART OF THE  
EXHIBITION TEAM 2022**



# FIT FOR HÄCKER

As Häcker Kitchens continues on its path of national and international growth, the number of employees has also grown. In the last two years we have hired 460 employees (as of December 2022), of which 105 are women and 355 are men. In

order to give them a perfect start in our everyday work, we started the Fit for Häcker induction programme in 2020, where newcomers not only get to know their co-workers personally, but also the management. This ensures all employees feel appreciated, despite the size of our company.

Fit for Häcker enables a successful entry into the company, conveys a sense of confidence and gives people the opportunity to make contacts outside their work area.

# 460

## EMPLOYEES AT FIT FOR HÄCKER

AS OF 08.12.2022







# WORKS COUNCIL

The Works Council is active for the entire company and consists of two exempt and 17 non-exempt members. It ensures that employees can contribute their interests and wishes through a variety of initiatives. For ex-

ample, at the end of the year it initiates the "Paket mit Herz" ("Package with Heart") campaign, in which over 100 care packages are donated to people in need.

## OPERATIONAL CO-DETERMINATION IN SUSTAINABLE BUSINESS DEVELOPMENT INCLUDES

- ✚ HIRING
- ✚ GROUPING AND REGROUPING
- ✚ TRANSFERS
- ✚ COMPANY AND FRAMEWORK AGREEMENTS
- ✚ TERMINATIONS
- ✚ TEMPORARY WORK





# SPORTS GROUPS

Sport is an important prerequisite for leading a healthy life. Häcker supports the sports activities of its employees through various measures

and promotes team spirit. In addition to taking over entry fees, discounts for fitness clubs and the provision of jerseys, Häcker has also set up a num-

ber of sports groups. Currently there is a company-wide soccer, running and fitness group, while other sports groups are being organised.



# CUSTOMER ORIENTATION

A large part of Häcker Kitchens' long-standing success is based on its first-class customer orientation. The needs and requirements of our customers come first. In order to support

our specialist dealership in the best possible way, Häcker offers a wide range of services:

- + THE HÄCKER CUSTOMER SERVICE TAKES CARE OF REPLACEMENT DELIVERIES AND PROVIDES TECHNICAL SUPPORT
- + THE HÄCKER CAMPUS PROVIDES TRAINING IN FACE-TO-FACE SEMINARS AND WEB-BASED COURSES ON ALL ASPECTS OF OUR PRODUCTS
- + THE SAMPLE DISPATCH PROVIDES ALL REQUIRED PRODUCT SAMPLES AND CATALOGUES
- + THE MARKETING DEPARTMENT CREATES WEBSITES, BROCHURES, CUSTOMER MAGAZINES AND PHOTOS
- + THE PLANNING DEPARTMENT CREATES DISPLAY AND EXHIBITION KITCHENS FOR THE SPECIALIST RETAILERS
- + HÄCKER PROVIDES INFORMATION ON ALL NEW KITCHEN PRODUCTS BOTH AT THE ANNUAL IN-HOUSE EXHIBITION AND AT INTERNATIONAL TRADE FAIRS
- + THE FIELD SERVICE PROVIDES ON-SITE SUPPORT WITH CONSULTING SERVICES
- + AN INTERNATIONAL CUSTOMER AND SALES OFFICE FORCE ENABLES COMMUNICATION IN THE RESPECTIVE NATIONAL LANGUAGE.
- + OUR SUPPLY PARTNERS RECEIVE ALL RELEVANT INFORMATION RELATING TO THE SUPPLIER RELATIONSHIP IN A DEDICATED PORTAL





# SOCIAL PROJECTS

As a society, we are facing major challenges that require us to think and act in a sustainable way. Häcker is involved in a variety of social projects aimed at improving the living conditions of people, animals and plants in

the long run. It is important to us that we support social projects and that we are also a reliable partner in challenging times.

## HOSPICE WORK – A PROJECT CLOSE TO OUR HEART



**EIN LÄCHELN FÜR DICH E. V.** Frank Pape and his wife founded the association "A smile for you e. V", to offer people in need a place to rest. This not only includes people who are starting on their last journey, but also their family members and grieving friends, as well as the homeless. Here they get the opportunity to spend days on the farm, surrounded by horses, dogs and chickens, so that they can forget about everyday life and recharge their batteries. The association depends on donations and sponsors for its extraordinary commitment. It is an affair of the heart for Häcker Kitchens to support this important project.

## PROMOTION OF VOLUNTEER WORK

Social commitment that is provided on a voluntary basis is an important prerequisite for successful social interaction. From the voluntary fire brigade to youth sports – Häcker promotes and supports voluntary activities in the Rödninghausen region in many ways. We do this for example through financial and material donations as well the release of employees for voluntary work.

## KITCHEN DONATIONS

As a family company that spans generations, one of the values we live by is social commitment to the youngest in our society. In addition to the regional promotion of children's and youth sports, Häcker is also committed to day-care centres and youth centres. In particular, regional KITAS were targeted by providing our kitchens, such as the KITA Kuckucksnest in Rödninghausen. In this way the children receive a high-quality meal and at the same time learn about important activities in connection with a kitchen.



# HUMAN RESOURCE MANAGEMENT

A family company has its own very special and unique values. Our employees also appreciate that. Our corporate culture is characterised by mutual trust, respect and appreciation.

We maintain an open information policy and use anonymous surveys to measure employee satisfaction. In addition, we offer comprehensive, voluntary company social benefits, such

as a heavily discounted train ticket, JobRad leasing and subsidised food in the company canteen.



## WORKPLACE ENVIRONMENT

At Häcker, a pleasant working environment makes a decisive contribution to the long-term performance of employees. Therefore, company building, outdoor facilities and work-

place quality are decisive aspects of sustainable employee orientation.. Friendly and harmoniously designed premises are considered part of the company philosophy. Tea kitchens

and lounges with a consistently modern design ensure a general sense of well-being.





CURRENTLY

**54**

EMPLOYEES

**ARE COMPLETING A LANGUAGE COURSE**

## FEEDBACK TALKS

Feedback discussions with employees ensure transparency, appreciation and guidance. They promote mutual understanding and contribute to motivation and employee loyalty.

Due to its successful expansion, 250 new employees have joined Häcker Kitchens in recent years. We want to empower every employee in our company to develop further, both personally and with regard to their skills and qualifications. The digital Häcker

feedback system ensures that important topics such as goals, potential, wishes and joint cooperation are discussed fairly and transparently in the long term, and traceably documented. This ensures that the development potential of all employees is used and promoted in a targeted manner in the long term.

## TRAINING OPPORTUNITIES

Constant further development has always been part of the corporate culture at Häcker Kitchens. The focus is not only on the development of the production process and the products, but also on the promotion of our more than 2,000 employees. In the last four years, a major focus has been placed on management training. All managers were trained on important issues such as dealing with conflicts and conducting feedback meetings. In addition to managers, we generally enable all employees to take advantage of further training opportunities within the scope of their function, their strengths and their interests – individually organised by Human Resources

Development. As a result of our increase in international customers, various language courses have been offered since 2007/2008, for example. 54 employees are currently completing a language course in Danish, English, French, Dutch, Spanish and German.

Employees also have the option of contacting Human Resources Development for cross-functional topics as well as for planning and arranging area-specific training. A wide range of subject-specific training courses can thus be created for diverse topics.



# HEALTH MAN- AGEMENT

The occupational health management at Häcker (BGM) develops preventive measures. Every year the so-called "Health Days" take place at Häcker. All employees have the opportunity to have a health check carried out during their working hours. Maintaining and promoting employee health is becoming a decisive success factor for the long-term success of the company. The BGM ben-

efits the employees. The results are reduced health stress, increased mental and physical well-being, a better working atmosphere, more job satisfaction and a more positive attitude to work.

## HEALTH AT WORK

We spend a large part of our lifetime at work. That is why we ensure ergonomic, health-friendly and individually configurable workplaces: Desks with variable height adjustment, ergonomically shaped office chairs and VDU workstations that meet the statutory health and safety regulations. We carry out driving safety training for our 210 truck drivers. Because driving safety training is very important to

them. Participation is an added value for every driver in terms of concentration in stressful traffic. There are driver training courses that we conduct annually. We carry out the extensive driver safety training every two years for all Häcker truck drivers.







## BUSINESS

### HEALTH MANAGEMENT

In addition to optimising the overall working environment and workplace quality, we are constantly identifying opportunities to promote the health and satisfaction of our employees. We work closely with

health insurance companies, our company doctors and experts. The results of this analysis help us define suitable support measures every year.

- ✚ EMPLOYEES RECEIVE A DISCOUNTED FITNESS OFFER (WIEHENPARK RÖDINGHAUSEN)
- ✚ JOBRAD LEASING: EMPLOYEES CAN LEASE THEIR BICYCLES OR E-BIKES FROM THEIR EMPLOYER
- ✚ VARIOUS SPORTS GROUPS COME TOGETHER VIA THE HÄCKER INTRANET TO BE ACTIVE TOGETHER
- ✚ ACTIVE BREAKS: TWICE A WEEK A CERTIFIED FITNESS TRAINER OFFERS A 10-MINUTE BREAK WORKOUT FOR ALL EMPLOYEES VIA INTRANET

### WORK-LIFE BALANCE

The comparatively long periods of employment underscore the fact that our workforce feels comfortable at Häcker. In order to achieve the best possible balance between work, family and per-

sonal interests, we support our workforce with flexible working time models, home office or mobile working, flexi-time regulations and part-time offers where possible.



## INSTRUCTION SYSTEM FOR SAFETY IN THE COMPANY

Häcker places the highest priority on the safety of its employees. In addition to fulfilling legal obligations, it has an extremely high motivation to care and be mindful of its workforce. For this reason, Häcker offers various web-based training courses (WBT) that relate to safety in the company.



FIRST AID



EVACUATION CONCEPT



OFFICE



GENERAL SAFETY INSTRUCTION



MAKE EMERGENCY CALL



CORONAVIRUS



IT SECURITY

**EVERY EMPLOYEE HAS TO COMPLETE EACH OF THESE MODULES ONLINE EVERY YEAR AND THEN PASS A TEST.**

## HEALTH OFFERS

- +** EVERY TUESDAY AND THURSDAY: ACTIVE **DIGITAL BREAK** AT WORK WITH EXERCISES BY QUALIFIED HEALTH COACHES
- +** SAFETY & PREVENTION BY **COMPANY DOCTORS** AND SPECIALISTS FOR OCCUPATIONAL SAFETY
- +** **SUPPORT FOR CARING RELATIVES** IN COOPERATION WITH A HEALTH INSURANCE COMPANY
- +** RUNNING IS FUN AND KEEPS YOU FIT. THE **HÄCKER RUNNING GROUP** MAKES IT POSSIBLE
- +** THE HÄCKER **SPORTS GROUP SOCCER** IS ACTIVE WEEKLY IN RÖDINGHAUSEN
- +** INEXPENSIVE OFFER FROM THE **WIEHEN-PARK RÖDINGHAUSEN FITNESS CENTER** FOR HÄCKER EMPLOYEES
- +** **JOBRAD LEASING** : EMPLOYEES CAN LEASE THEIR BICYCLES OR E-BIKES FROM HÄCKER



**ALL HEALTH OFFERS ARE TRANSPARENTLY PUBLISHED IN MY.HÄCKER INTRANET.**





# COMPANY CANTEEN

## FRESH INGREDIENTS PREPARED ON SITE

The catering concept at Häcker dispenses with additives, preservatives and convenience products. Regional products are primarily used and freshly prepared every day. Fruit, vegetables and meat are sourced directly from the Rödinhäusen area.

With these high standards and the seasonal and regional focus, Häcker Kitchens guarantees a very high qual-

ity of food, thus promoting a healthy nutrition among its employees.

The canteen rooms have also been renovated and expanded in the spirit of sustainability, creating a fresh, bright and cosy atmosphere with various seating areas that cater to different needs. A high feel-good factor, also for our visitors, is therefore guaranteed.

For the daily refinement of dishes in the Häcker Lounge, a raised herb bed was created by our trainees. The fresh herbs give the various dishes a special flavour and are also extremely healthy.

*you  
are  
what  
you  
eat*





# TRAINEESHIP

## DEVELOPMENT OF YOUNG TALENT AND TRAINING AT HACKER KITCHENS

Häcker has been providing Traineeships in various professional fields since 1980. Almost 100% of the trainees join the company after the training. In Häcker's long history, over 260 young people have launched their careers successfully in our company. Many of them are still with us today. Managers were also recruited to a large extent from within their own team.

Häcker Kitchens is an excellent training company and attaches great importance to promoting young talent from within its own ranks. 68 young people are currently doing their train-

ing at Häcker Kitchens in the following occupation:

- › **INDUSTRIAL CLERK** (m|f|d)
- › **WOOD MECHANIC** (m|f|d)
- › **MECHATRONICS TECHNICIAN** (m|f|d)
- › **ELECTRONICS TECHNICIAN FOR INDUSTRIAL ENGINEERING** (m|f|d)
- › **IT SPECIALIST APPLICATION DEVELOPMENT** (m|f|d)
- › **IT SPECIALIST SYSTEM INTEGRATION** (m|f|d)

More information can be found on the website under the Career/Training

section. In Plant 5 in Venne, Häcker Kitchens will start training wood mechanics in 2023. In the first two weeks, the introductory phase "Fit for Häcker" takes place at the start of all apprenticeships. The content includes, among other things, "Communication Traineeships and trainee etiquette".

This ensures that trainees have a good onboarding experience and get to know their training company in-depth in the first few weeks. Additional advantage: all trainees are involved and learn something from each other.

**AUSGEZEICHNETER  
AUSBILDUNGSBETRIEB  
AZUBI-GEPRÜFT  
2022**

As in previous years (since 2017), Häcker Kitchens has received the "Outstanding Training Company" seal of approval. The trainees and dual students answered around 100 detailed questions about the quality of the training in an anonymous survey.



**68** YOUNG  
PEOPLE  
ARE CURRENTLY IN  
TRAINING  
AT HACKER KITCHENS



# DUAL STUDIES

Häcker offers qualified applicants the opportunity to complete a dual degree. Eight employees are currently doing their dual studies at Häcker. This can be completed in the following three dual study programmes:

- › **BUSINESS ADMINISTRATION** BACHELOR OF ARTS
- › **BUSINESS INFORMATICS** BACHELOR OF SCIENCE
- › **WOOD TECHNOLOGY** BACHELOR OF ENGINEERING

**MODULE EXAMPLE BACHELOR OF ARTS (BUSINESS ADMINISTRATION):** The participants alternate between the theory block at a university of applied sciences and practical work in the company.

**“NEW TALENT IS INDISPENSABLE. THIS AWARD CONFIRMS OUR MISSION TO INVEST IN GOOD TRAINING IN ORDER TO REMAIN AN ATTRACTIVE EMPLOYER AND TRAINING COMPANY IN THE FUTURE.”**

**SIMON HARTWICH**  
Head of Human Resources







**525**  
**BICYCLES**  
 ARE CURRENTLY LEASED

# BENEFITS

As part of its commitment to social responsibility for employees, Häcker offers a range of benefits. These promote health, well-being and long-term loyalty to the company.

- + INTERNAL CAMPUS – LANGUAGE COURSES, LEARNING VIDEOS AND INTRODUCTORY TRAINING
- + INEXPENSIVE TICKETS FOR SV RÖDINGHAUSEN
- + WIEHENVITAL GYM – DISCOUNTED FITNESS OFFER FOR HÄCKER EMPLOYEES
- + PENSION BENEFITS & INSURANCES – COMPANY PENSION SCHEME, OCCUPATIONAL DISABILITY AND SUPPLEMENTARY HEALTH INSURANCE
- + JOBBIKE LEASING
- + VDU WORKPLACE GLASSES – ADVICE & SUBSIDY
- + PURCHASE DISCOUNTS FROM VARIOUS COMPANIES

## CORPORATE BENEFITS

Discounts on top brands. Häcker gives employees the opportunity to receive various discounts on products from well-known brands through partner programmes.



# TRAINING DEPARTMENT

The Hacker Campus. Here employees can find exceptional training courses and workshops on all aspects of planning, selling and installing Häcker Kitchens. The training courses, which are offered in-house, out-house, and digitally, are available for customers and partners as well as for our em-

ployees. Our Campus team is optimally prepared for all learning needs. The training courses teach all about the special features of our products in a lively, humorous and professional manner. We train young professionals, experienced kitchen consultants and fitters.

## EMPLOYEE TRAINING

**HUMAN RESOURCES DEVELOPMENT** Häcker operates a planned and goal-oriented personnel development. From the Fit For Häcker programme and language courses to management training – the systematic development of employees has a high priority within Häcker's corporate culture.

ployees with extensive knowledge about the product and planning. We also offer extensive training in order processing and customer service. In Campus Online, our dealers can access a modern e-learning platform that enables individual, self-paced training for participants.

**FURTHER TRAINING** New employees in sales and/or customer service receive four months of training and a concentrated induction period. The Campus team provides the new em-





“HÄCKER STAYS UP TO DATE AND OFFERS TRAINING IN THE HYBRID MODEL. TRAINING COURSES IN MORE THAN SEVEN LANGUAGES ARE HELD AT THE RÖDINGHAUSEN CAMPUS. WHAT’S MORE, THERE ARE ONLINE TRAININGS AND MANY E-LEARNING COURSES ON OUR WEBSITE. WE THEREFORE HAVE A WORLDWIDE OUTSTANDING TRAINING PROGRAMME FOR THE KITCHEN INDUSTRY.”

YVONNE VOGER  
Häcker Trainer

# DEALER TRAINING

At the Häcker Campus we offer a range of diverse training courses, in addition to the usual training, on planning, selling and assembling Häcker Kitchens.

**IN-CLASSROOM TRAINING** During in-classroom training, we provide knowledge about our products as well as insights into the in-house exhibition and production of our kitchens.

**E-LEARNING** By combining various learning options, such as videos, interactive graphics and tasks, customers can expand their knowledge quickly and easily.

**WEB SEMINARS** Exciting kitchen topics are explained online and interactively by our trainers in front of the camera. This format allows training at home without fuel-intensive travel to a centre.

**MEDIA LIBRARY** The media library offers videos for sales, planning and installation sorted by topic.

**WORLD OF KITCHEN** Important content for kitchen planning is explained here in a lively video series.

**HÄCKER CAMPUS NEWS** All current news and innovations from the campus at a glance.



LEARN MORE UP  
[my.kitchengermanmade.online](https://my.kitchengermanmade.online)



# ASSEMBLY

## TRAINING

A kitchen that is beautiful and usable in the long term also includes the assembly at the end customer. To ensure fast, precise and high quality assembly, Häcker offers various training courses

for kitchen fitters on the campus. The training includes details and tips for setting, adjusting and installing the fittings, lighting and cabinets.





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