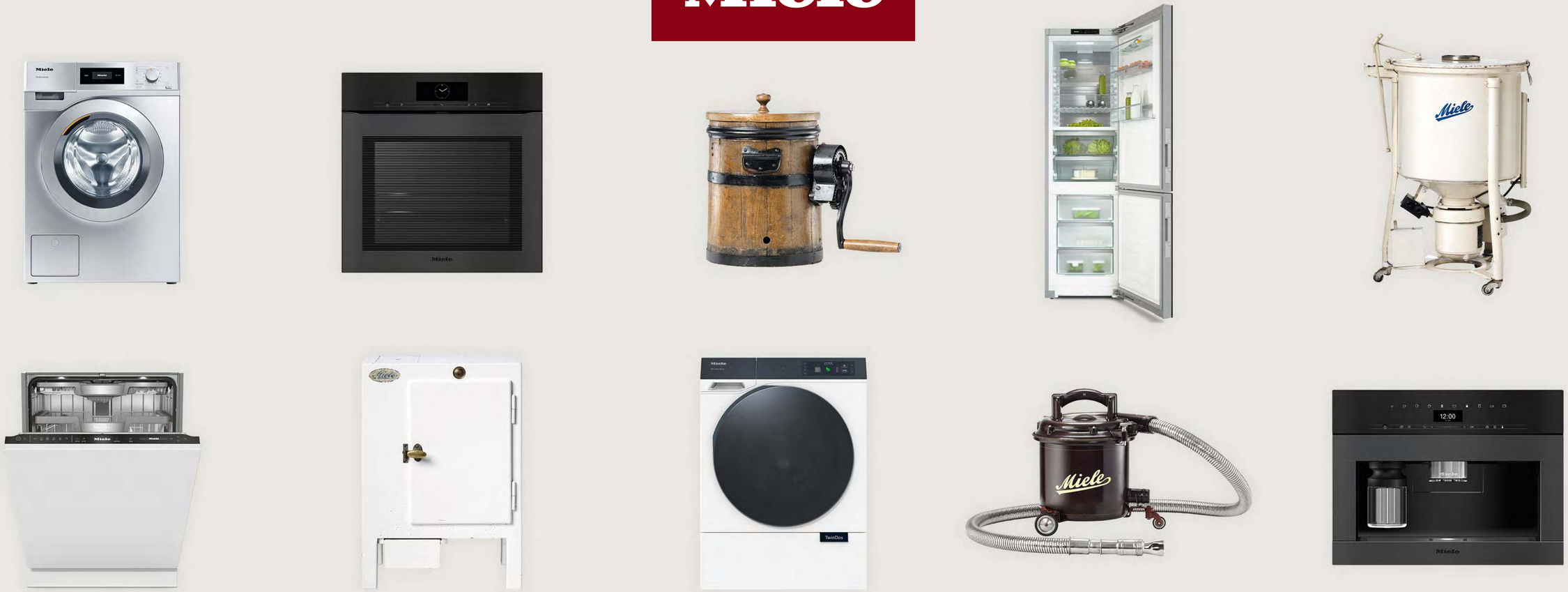
Miele



Sustainability Report 2025

Immer Besser: Sustainability by Tradition

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Foreword from the Executive Board

Dear readers,

For more than 126 years, Miele has stood for pioneering spirit and uncompromising quality. 'Immer Besser' (Forever Better) has been our brand promise since the company was founded in 1899. With our corporate strategy, we continue to uphold this aspiration and place a particular focus on sustainability, alongside other key areas of action. This principle has always shaped our company and our products and is reflected in our guiding motto: 'Sustainability by tradition'.

The reporting requirements under the Corporate Sustainability Reporting Directive (CSRD) will not apply to us until 2027 according to the current status (September 2025). We are nevertheless already preparing intensively. For this reason, we are now reporting on our progress over the past two years using a new structure – aligned with the basic framework of the European Sustainability Reporting Standards (ESRS). In addition, the key contents of this report are to be prepared and published for a wider audience in 2026.

All our employees worldwide continuously work on new solutions and innovations to address the challenges of our time and to create sustainable added value in people's lives. This aspiration guides us both in the development of our products and in the consistent implementation of our sustainability goals.

Take climate protection as an example: We are on track to achieving the science-based climate targets we have set for ourselves by 2030. This progress motivates us to keep going. That is why we are developing new long-term climate targets and a transition plan for climate protection, once again guided by the scientific standards of the Science Based Targets initiative.

As a manufacturing company, we consider the circular economy to be one of the most exciting and, at the same time, the most complex challenges of our time. We are already implementing various measures to promote circularity: Among other things, we offer refurbished spare parts that are thoroughly tested and more affordable than new components.

Foreword from the Executive Board

We are also involved in research collaborations and drive forward pilot projects. One example is the design study of a circular vacuum cleaner, which we presented for the first time at IFA 2024: 'Vooper' is a completely modular, cordless vacuum cleaner that can be dismantled. This makes it possible to return valuable materials at the end of their life cycle almost completely to the material cycle.

We hope you find this report insightful.

The Executive Board of Miele & Cie. KG

Dr Stefan Breit
Executive Director Technology

Dr Axel Kniehl
Executive Director Marketing and Sales

Stefan Koss
Executive Director Finance and Administration

Dr Markus Miele
Executive Director and Co-Proprietor

Rebecca Steinhage
Executive Director Human Resources and Corporate Affairs

Dr Reinhard Zinkann
Executive Director and Co-Proprietor

Management and strategy

Miele stands like hardly any other brand for high-quality, innovative and durable domestic and commercial appliances and for sustainable business practices. This is confirmed by numerous publications, international awards and feedback from our customers. As a fourth-generation family business, we are characterised by a spirit of partnership with our business partners, an employee-oriented corporate culture and continuity in our values, goals and business conduct. Miele is wholly owned by the founding families Miele and Zinkann. Our independence from external investors allows us to think and act for the long term.

Our product portfolio ranges from high-quality domestic appliances for kitchen, laundry and floor care to professional appliances and smart solutions for commercial and medical applications ('Miele Professional'). Miele targets both commercial customers and end consumers, tailoring the solutions to the diverse needs of both groups.

In our core domestic appliance business, we focus on the Miele brand, consistently positioned in the premium segment. Our vision is to be globally recognised as the most trusted and desirable premium brand. To this end, we want to set standards in durability, performance, usability, energy efficiency, design and service. Our founders' commitment to quality, 'Immer Besser', is our motivation to live up to this ambition each and every day.

Under the umbrella of the two companies Miele & Cie. KG and Miele Beteiligungs-GmbH, Miele participates in a wide range of business activities. Key areas include:

Miele & Cie. KG:
- Head office, plants and sales subsidiary in Germany
- Imperial-Werke OHG with plants in Bünde and Arnsberg
- Miele Venture Capital GmbH, subsidiary (100%) based in Gütersloh, focusing on start-up support for innovative ideas, technologies and business models

Miele Beteiligungs-GmbH:
- International sales subsidiaries and plants
- SteelcoBelimed: Medical technology manufacturer, joint venture with Metall Zug AG since June 2024, management via a holding company based in Zug, Switzerland (Miele: 67%, Metall Zug AG: 33%)

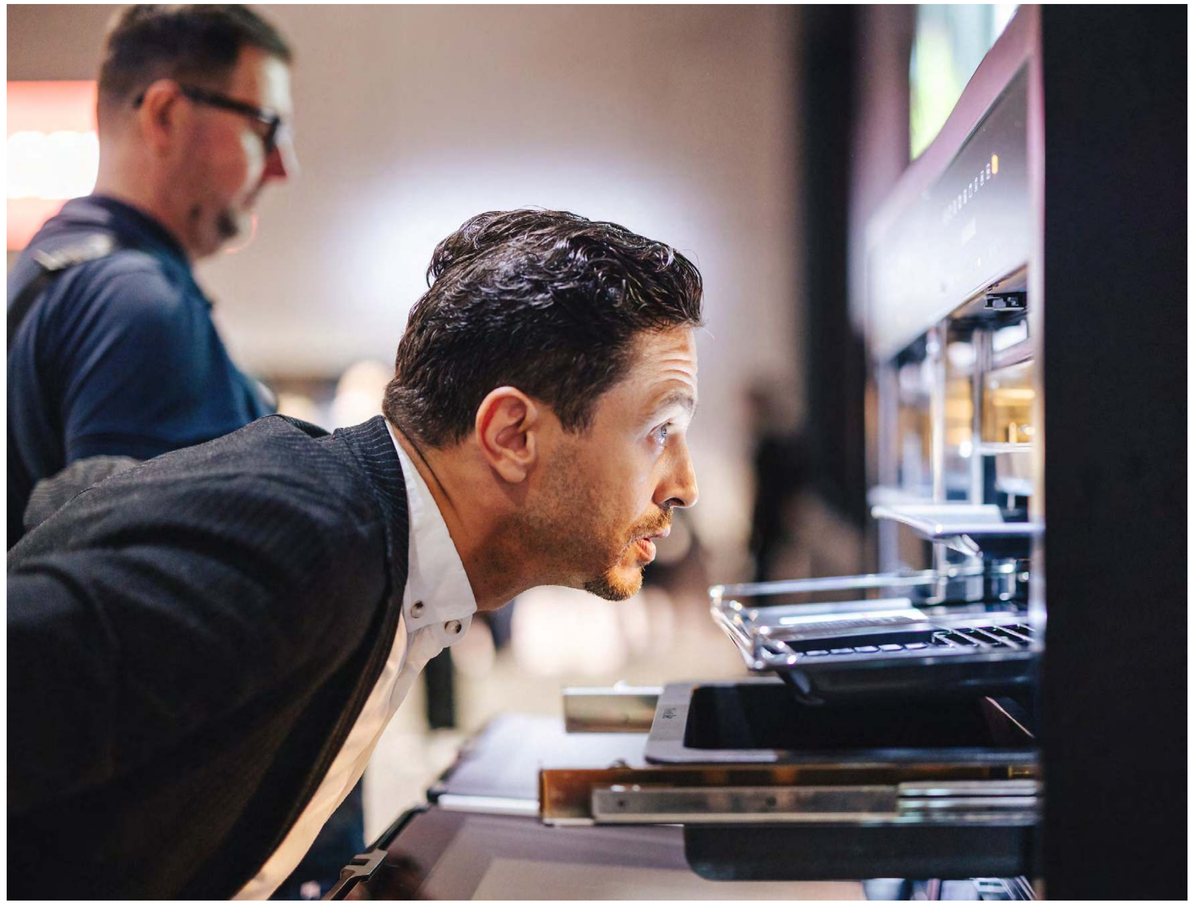
- Eurofilters, a wholly owned subsidiary based in Pelt, Belgium, specialising in the manufacture of vacuum cleaner bags, medical care products and filter materials for further processing
- Further investments

Innovation and growth
Miele has the clear goal of further expanding its leading market position in premium domestic and commercial appliances, while ensuring the long-term economic stability of the entire Miele Group. To this end, we have continued to revise our organisational structure during this reporting period. As part of our innovation and growth initiative, we have put a particular focus on realigning our global sales organisation. We've placed even greater emphasis on high-potential markets such as China and North America.

Today, Miele has eight independently operating business units (BUs): Laundry, Dishwashing, Cooking, Refrigeration, Professional, Customer Service, Small Domestic Appliances and the New Growth Factory. The latter taps into future-oriented business areas. With our sights set on the promising growth opportunities that lie ahead, we are continuing to expand Miele Professional's business: In 2024, Miele founded the joint venture SteelcoBelimed with Metall Zug AG for product and service solutions for sterilising, disinfecting and cleaning medical and surgical instruments.

Global locations
With regional roots and a global presence, Miele consistently pursues its guiding principle 'Immer Besser'. The company has 14 of its own production sites, eight of which are located in Germany. Miele operates further plants in Austria, Poland, Romania, the Czech Republic, China and, since 2024, the USA. The joint venture SteelcoBelimed manufactures at four locations in Italy, Slovenia and Switzerland. The Eurofilters production site is in Belgium.

Sales regions
Miele is represented in nearly 100 countries through its own sales subsidiaries and importers. Germany, the USA, Switzerland, Australia and the Netherlands are the countries with the highest sales. Since 2024, a new cluster structure in the global sales organisation has been in place, ensuring efficient processes and bundling cross-border synergies in the Germany, Austria and Switzerland (DACH), North West Europe (NWE), North America (NAR), Asia Pacific (APAC) and South East Europe (SEE) regions.



Our value chain

The Miele value chain extends from the selection, extraction and procurement of raw materials and components, the in-house production of essential components such as electronics, motors and plastic components at Miele plants, as well as transport and sales, right through the product usage phase. The chain ends with recycling or disposal of the appliances.

Raw material extraction

Extraction of raw materials such as petroleum (e.g., for plastics), iron and non-ferrous metals

Suppliers

Manufacture of intermediate products, e.g., stainless steel and carbon steel

Measured by purchasing volume, 94 percent of direct suppliers are based in Europe

In-house production

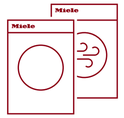
Includes Miele production sites and the associated areas of administration, sales and vehicle fleet

Transport & logistics

Cooperation with external transport service providers

Transport is mainly by ship and truck

Optimised bundling of transport logistics and goods flows



Usage

Usage of Miele products by consumers

High relevance of the use phase in the GHG balance (Scope 3.11)

Disposal & recycling

Disposal and recycling of appliances and packaging

Refurbishment of Miele appliances

Return of end-of-life appliances

Materiality

Miele uses materiality analyses to identify the key areas of its sustainability strategy and reporting. In 2024, Miele conducted a double materiality analysis in line with new EU requirements for sustainability reporting. In doing so, we have already taken into account the requirements of the European Sustainability Reporting Standards (ESRS) in order to prepare early for future reporting obligations under the Corporate Sustainability Reporting Directive (CSRD). In the double materiality analysis, Miele analysed the two parent companies – Miele & Cie. KG and Miele Beteiligungs-GmbH and their subsidiaries – to accurately reflect the company's structure. We incorporated the results of this materiality analysis into the further development of our sustainability strategy during the reporting period.

In the materiality analysis, we involved stakeholders who may be positively or negatively affected by our activities, as well as individuals or institutions that have an influence on Miele or a particular interest in our sustainability reporting. All in all, we directly or indirectly involved both internal stakeholders (employees from relevant departments such as purchasing, human resources and environmental management) and external stakeholders (business partners, suppliers, NGOs, academia and customers).

Double materiality analysis
We began the double materiality analysis by identifying relevant sustainability topics and evaluating the results of our previous materiality analysis, internal analyses and peer comparisons.

In the next step, we determined the environmental and social impact of our business activities along the value chain in relation to these topics. We identified both positive and negative as well as actual and potential impacts. The focus was on key material groups, suppliers and particularly high-risk production processes, product groups and sales markets. We drew on internal information such as our website, previous sustainability reports, guidelines and audit reports as well as external sources (scientific literature, sector, association and trade union studies).

In assessing these effects, we followed the guidelines of the ESRS and the instructions of the European Financial Reporting Advisory Group (EFRAG). We assessed the severity of any actual negative impacts, which was derived from the average of three criteria: the extent of the impact, its prevalence and how easily it can be remedied. We assessed actual positive impacts based on their scope; this was derived from the average of the extent and prevalence of the impact. For potential impacts, we also considered how likely they were to occur. If the assessment reached or exceeded a certain threshold, Miele categorised the impact as material.

In addition, we analysed the financial risks and opportunities Miele may encounter along the value chain. To this end, we employed a comprehensive analysis grid with sustainability topics specified in the ESRS. For each of these topics, we formulated assumptions about risks and opportunities. For the risks, we considered internal sources such as the previous sustainability report, our website and other internal documents as well as external standards (e.g. the Sustainability Accounting Standards Board (SASB) or the Task Force on Climate-related Financial Disclosures (TCFD)). Each risk and opportunity was assigned a time horizon: short term (up to one year), medium term (one to five years) and long term (more than five years). This allows us to identify when a risk or opportunity is likely to become relevant. In line with the requirements of the ESRS, we also reviewed how the identified impacts relate to the risks and opportunities.

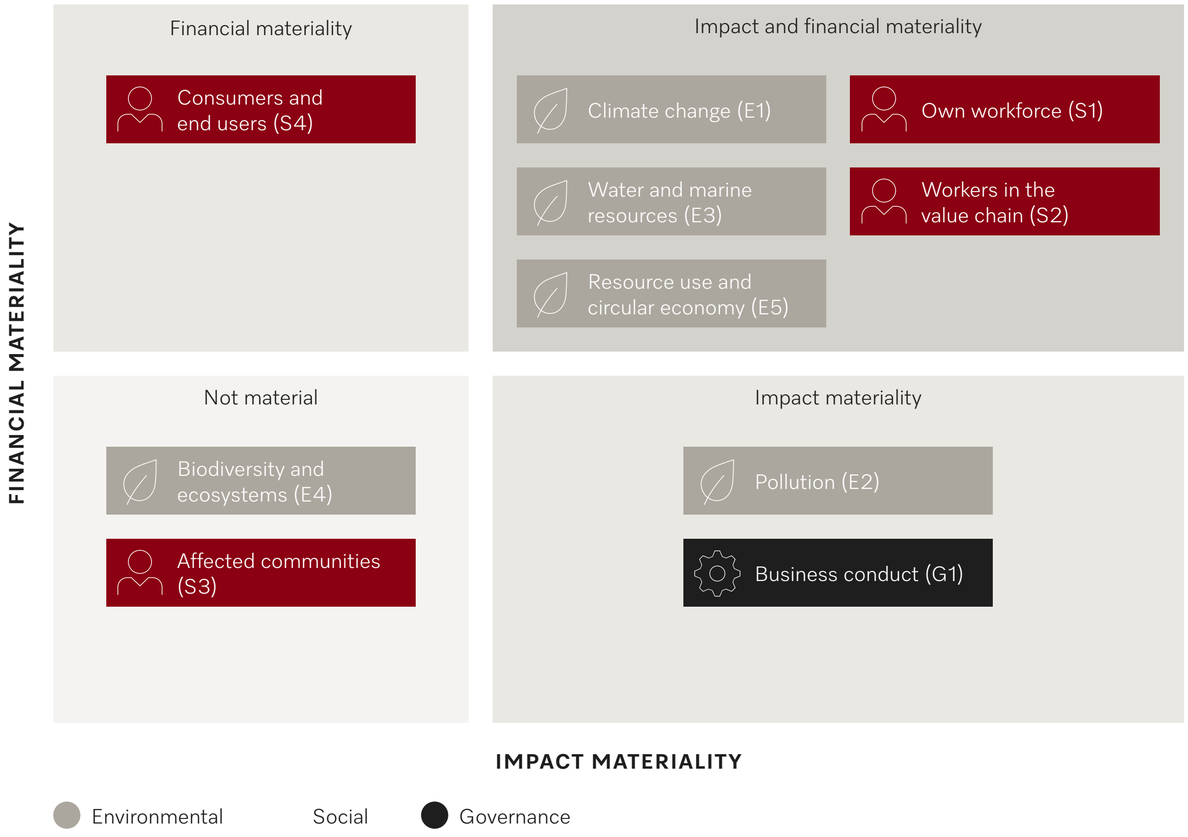
We coordinated the materiality assessment of risks and opportunities with the risk management team,

which consists of a central unit and decentralised managers within the company's operating units. Non-financial risks are already firmly integrated here. The evaluation was then carried out based on the agreed methodology. Miele categorised a topic as material if a risk or opportunity reached or exceeded a certain threshold either in terms of its financial impact or in the overall assessment. In the risk assessment, we considered so-called gross risks, i.e. risks without taking into account existing or planned risk mitigation measures, in order to recognise them in their full scope.

Various departments discussed and validated the (interim) results of the analysis of impacts, risks and opportunities in workshops, including experts from the areas of Corporate Sustainability and Regulatory Affairs (SRA), Human Resources (HR), Risk Management and Controlling, IT, Purchasing/Supplier Management and Environmental Management. Finally, the results of the materiality analysis were discussed with the Miele Executive Board.

Results of the double materiality analysis
The analysis identified the following topics as material for Miele: Climate change (ESRS E1), pollution (E2), water and marine resources (E3), resource use and circular economy (E5), own workforce (S1), workers in the value chain (S2), consumers and end users (S4) and business conduct (G1). The topics of affected communities (S3) as well as biodiversity and ecosystems (E4) were not identified as material in the analysis process. The following chart illustrates the prioritised topics and the areas in which Miele has the greatest impact and holds the highest level of responsibility to take action.

Materiality analysis



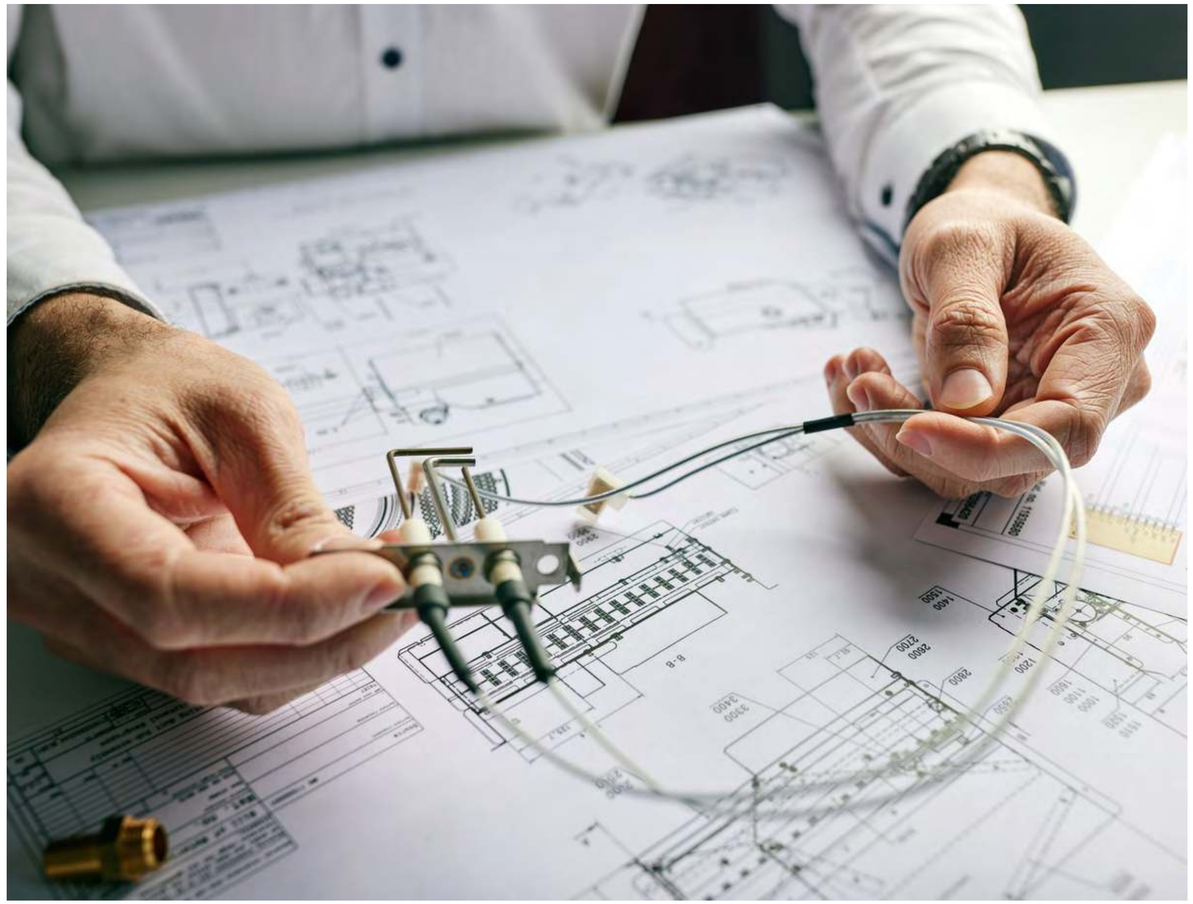
Strategic focus for responsible business practices

We want to contribute to a better and more sustainable future. That is why sustainability is firmly embedded in our corporate strategy. Our guiding principle 'Immer Besser' drives us to develop ever better, smarter appliances and services. In doing so, our goal is to support households and businesses that use them in living and operating more sustainably.

Our sustainability strategy

The basis for our sustainability-oriented business decisions is the Miele sustainability strategy, which is integrated into the corporate strategy. The 'Pioneering Compass', developed in 2020 as part of our corporate strategy, comprises four areas: 'Immer Besser for Customers', 'Immer Besser for Employees', 'Immer Besser for the Planet' and 'Immer Besser for Performance'. Each of these areas is linked to its own strategy, for which the founding maxim 'Immer Besser' serves as a guiding principle. The two overarching drivers are growth strategy and digitalisation. The 'Immer Besser for the Planet' sustainability strategy serves as a guiding principle for all employees in their day-to-day work. Within our strategy, we focus on the interaction of the three topics of climate protection, resource efficiency and social responsibility in our business activities and beyond. Miele can make a significant contribution in these areas; at the same time, they are particularly relevant and urgent in terms of society and planetary boundaries.

During the reporting period, we initiated an update of Miele's sustainability strategy. In line with the corporate strategy, the refinement of the strategy focuses on climate protection and the circular economy, in particular with regard to durability, repairability and the use of materials. The final, revised version of the sustainability strategy is expected to be available before the end of 2025.



Strategic focus: Climate protection
Miele sees climate protection as a key responsibility and therefore adopted a comprehensive climate protection strategy in 2020. The focus is on avoiding, reducing and offsetting greenhouse gas (GHG) emissions. In line with the Paris Climate Agreement, Miele aims to reduce its own GHG emissions (Scope 1 and 2) by 50 percent by 2030 compared to 2019 levels. Measures include investments in energy efficiency and renewable energies at the sites. In the medium and long term, we see the greatest leverage in the use phase of Miele products and in the procurement of goods and services (Scope 3). By 2030, we aim to reduce GHG emissions in the use phase by 15 percent compared to 2019. The targets have been recognised as scientifically sound by the Science Based Targets initiative (SBTi) and are regularly reviewed and refined; re-validation is scheduled for 2026.

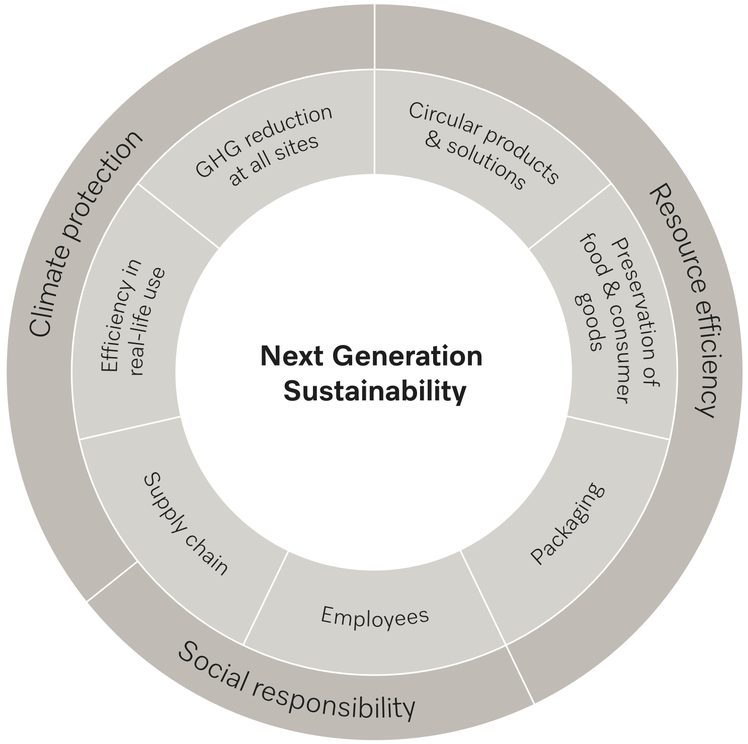
Further information on climate protection can be found in the > Environment – Climate chapter.

Strategic focus: Resource efficiency
Miele attaches particular importance to ensuring that its products are durable and that they can be repaired and updated. In the long term, we aim to close material cycles by increasing product recyclability and promoting the refurbishment and recycling of appliances at the end of their lifecycle. We are therefore developing concepts, systems and guidelines to take aspects such as easier repairability and lower GHG emissions into account at an early stage of product development. Miele is also testing packaging materials with a lower environmental impact than conventional options, for example recycled or recyclable materials.

Further information on resource conservation can be found in the > Environment – Resources chapter.

Strategic focus: Social responsibility
Miele's social responsibility focuses on promoting a diverse and safe working environment for all employees with a good work-life balance, as well as ongoing training and health services. Along its supply chain, Miele is committed to fair, long-term partnerships and aims to guarantee high standards of human rights and working conditions. We place great importance on the safety and ease of use of our appliances, with user requirements and convenience as our primary focus. We also value dialogue with our customers, as it enables us to develop customized solutions and continuously improve our products and services.

Further information on social responsibility can be found in the > Social – Employees, > Social – Supply chain and > Social – Customers chapters.



Our pledges for sustainable action
When planning and implementing our sustainability strategy, we are guided by our three pledges:

- **Make sustainability happen at every step:** We continuously work towards making sustainability essential at every stage of our products and services' life cycle - as well as in all of our value chains, and in the homes of our customers.
- **Make appliances that won't leave a mark:** Miele is dedicated to producing the best possible products and services with the least impact on the environment.
- **End waste by giving our appliances new life:** We are working towards creating a circular value chain for all materials used in our appliances to re-enter the loop at the end of their lifecycle.

These pledges form the basis for defining our specific objectives, pursuing them consistently and developing them continuously.

Our sustainability organisation

Miele's sustainability management is based on the precautionary principle: Potential impacts on people and the environment resulting from the company's business activities are to be identified at an early

stage and avoided or minimised – in production, use and disposal as well as in the upstream value chain. Miele manages issues such as resource efficiency, human rights, occupational safety and climate protection using clear structures and certified management systems. Our compliance management is designed to ensure that we always comply with applicable laws and our own guidelines. Further details can be found below in the section Integrated management system to ensure unified structures.

Commitment to internal and external frameworks
As part of our sustainability management, we have committed ourselves to complying with a number of principles and international guidelines:

- **Group-wide company philosophy:** Defines principles in areas such as quality and product safety, environmental protection, as well as employee and customer focus.
- **Miele Code of Conduct:** Contains binding rules for all employees on topics such as human rights, anti-corruption and compliance.
- **Supplier Code of Conduct:** Aims to support suppliers in mitigating human rights and environmental risks and providing effective remediation.
- **Global Compact (GC) of the United Nations (UN):** Sets out ten universal principles on human rights, labour standards, environmental protection and anti-corruption.
- **SA8000 standard:** Defines international standards for fair working conditions and the recognition of workers' rights.
- **Code of Conduct of the German Electrical and Electronic Manufacturers' Association (ZVEI):** Establishes guidelines for responsible corporate governance.
- **Code of Conduct of the European umbrella organisation of the household appliance industry (APPLiA):** Promotes corporate social responsibility.
- **Diversity Charter:** Strengthens diversity in companies.
- **UN Sustainable Development Goals (SDGs):** Set out 17 goals for sustainable development; Miele contributes in particular to SDGs 7, 8, 9, 12 and 13.
- **Alliance for Cyber Security:** Central initiative of the German Federal Office for Information Security (BSI); establishment of a strong network of companies, public authorities, research institutions and other relevant stakeholders to strengthen cyber security.

Systematic sustainability management
Ultimate responsibility for sustainability lies with the six-member Executive Board, made up of Dr Markus Miele and Dr Reinhard Zinkann (Executive Directors and Co-Proprietors), Dr Stefan Breit (Technology), Dr Axel Kniehl (Marketing & Sales), Stefan Koss (Finance & Administration) and Rebecca Steinhage (HR & Corporate Affairs). The Executive Board sets the strategic direction, adopts targets and defines indicators to measure progress. The Sustainability Board is responsible for the strategic monitoring of sustainability management. It decides on important operational and product-related sustainability matters, especially those involving conflicting objectives.

The entire Miele Executive Board is represented on the Sustainability Board, where it meets with the heads and representatives of all relevant divisions. The Sustainability Board meets at regular intervals; three coordination meetings were held during the reporting period: The participants discussed current regulatory developments and decided on further steps that Miele needs to take as a result – for example, with regard to implementing CSRD and EU taxonomy reporting.

Responsibility for the further development of our sustainability strategy lies with the central office. The SRA (Corporate Sustainability & Regulatory Affairs) department and the Executive Board work closely together throughout the strategy process.

SRA is also responsible for implementing and controlling the sustainability strategy, together with other departments:
The BUs run their own Sustainability Transformation Offices (STO), which coordinate with SRA to integrate the goals and measures of the sustainability strategy into the BU strategies. Central functions such as purchasing, controlling and the construction department have their own sustainability officers who manage and implement targets and measures.

The department heads at the company's headquarters and the heads of the BUs as well as the management teams of the sales regions and sales subsidiaries are responsible for achieving the sustainability objectives. Every year, SRA systematically compares the objectives and key figures for sustainability performance. The achievement of targets is reported to the Sustainability Board and at the biannual, general Executive Board Strategy Meeting.

Integrated management system to ensure unified structures

Miele employs an integrated management system covering quality, environmental protection, energy, occupational safety and social issues to continuously optimise its sustainability management on an ongoing basis. All relevant instruments and standards are bundled in this system and regularly reviewed in internal and external audits. Responsible employees report their progress to the Executive Board on an ongoing basis. The management system is certified in accordance with various norms and standards: ISO 9001 for quality, ISO 14001 for the environment, ISO 45001 for occupational health and safety, ISO 50001 for energy and SA8000 (social accountability). In addition, the relevant departments at the sites in Gütersloh and Bielefeld have been certified according to ISO 13485 for quality management of medical products.

Standardisation and optimisation through Miele Success System Technology

The integrated management system is closely connected to Miele's success system technology (MET), which comprises four key areas and aims to coordinate the various technical areas, for example, process standardisation and optimisation:

- In the Miele Innovation Systems (MIS) division, the entire development process, from preliminary development to series production, is structured using the specifically developed IMNU 2.0 product development system. An environmental checklist is designed to ensure that sustainability topics are incorporated into product development.
- Resource efficiency is anchored as a design principle in the Miele value creation system (MWS). Clear targets are set here, for example with regard to the longevity of operating resources or resource allocation.
- Miele Quality Management (MQM) is designed to ensure product quality throughout the entire life cycle. So-called quality core processes (Q-KP) serve to preventively and reactively meet our high-quality requirements and continuously improve them.
- The Material Group Management (MGM) division reviews sustainability criteria throughout the entire procurement process, for example, as part of supplier audits.

Measuring effectiveness via external and internal audits

Audits serve to regularly review and further enhance the effectiveness and reliability of sustainability management. The central quality management department at the headquarters in Gütersloh plans and oversees all external auditing and certification procedures at all locations. The organisation and coordination of the management system for medical devices is the responsibility of the BU Professional. The certification of the sites is carried out in the European organisation as matrix certification. The Dongguan site in China plans and organises its own certification but works closely with the Miele management system and cooperates with the MET. In all cases, external auditors check the processes that are relevant to the certification. In 2024, 18 external audits of the integrated management system were conducted (previous year: 14).

In addition to external audits, Miele also conducts internal audits. Qualified in-house auditors check the integrated management system and compliance with legal, certification and customer requirements. They document positive aspects, deviations and optimisation potential and initiate improvement measures where necessary. These are then reviewed in the subsequent audit. 61 internal audits were carried out in 2024.

Stakeholder management

Miele's products and production processes have an impact on people and the environment. At the same time, the company's success and reputation depend strongly on the perceptions and expectations of its stakeholders. For this reason, Miele is in ongoing dialogue with relevant stakeholder groups. These include employees, customers, business partners, associations and interest groups, science and research, the general public and politicians. This exchange helps us to identify trends and developments at an early stage, assess risks and opportunities and achieve sustainability goals together.

Stakeholder group	Dialogue form	Frequency
Employees	Works council, employee appraisals, employee suggestion scheme, employee survey, complaints office	Regularly
Customers	Miele customer service and sales calls, customer hotline, usability tests for various product groups in the test studio, surveys on brand positioning	Ongoing
Retailers	Dialogue with specialist dealers and project partners in the household appliance and commercial sectors, in particular regarding customer requirements	Ongoing
Suppliers and service providers	Joint working groups, discussions with Miele Purchasing, dialogue in the context of audits and training courses, workshops on product innovation	Several times a year
Trade associations and interest groups	Membership and participation in national and international associations and interest groups such as ZVEI or APPLiA, participation in conferences, participation in public consultations at EU level	Regularly
Non-governmental organisations	Dialogue with non-governmental organisations (NGOs) on relevant topics in the industry (work-related), science and research: Collaboration with academic institutions such as universities in Bielefeld, Paderborn and Munich, research institutes and as well as several Fraunhofer-Gesellschaft institutes	As required
Politics and legislation	Dialogue at national and European level by means of participation in committees, working groups and conferences, international discourse with the sales subsidiaries, which are themselves represented in working groups and committees, personal exchange at regional level	Ongoing
Society, public, media	Communication on sustainability and publication of sustainability reports, discussion of sustainability topics with the media, academia, customers, etc.	Ongoing
Local communities	Interacting with citizens at company sites through direct contact and at events, social engagement at company sites	As required

Stakeholder involvement
At Miele, dialogue with stakeholders takes place at various levels. The SRA department plays a key role in this context, for example through contacts with experts and participation in associations, conferences and dialogue forums at EU level. Other departments are in dialogue with relevant groups, for example, Corporate Communications with the media and the general public or Customer Service and Marketing with customers and sales partners. At our international locations, the sales subsidiaries are generally responsible for communication and coordinate with the company headquarters as necessary.

During the reporting period, Miele addressed various topics in its dialogue with stakeholders. For example, we intensified our dialogue on various sustainability topics. In this context, we discussed aspects of the circular economy and the cradle-to-cradle principle with an environmental consultancy so that we could take customer requirements into account at the earliest possible stage of product development.

In addition, Miele has entered into dialogue with other companies via a global innovation network in order to question its own positioning and learn about new, impact-oriented approaches.

Furthermore, as in previous years, we conducted surveys on brand positioning, partly with the support of a service provider. Around 36,000 interviews were conducted and evaluated in brand tracking across 24 global markets in 2023 and 2024. Among other things, we asked consumers how well they believed various household appliance brands met environmental requirements and how they assessed the companies' commitment to sustainability. Of the brands available for selection, Miele came out on top.

Our milestones

1899
Miele & Cie. is founded

1909
The company health insurance fund is established

1929
The company pension scheme is introduced

1970
Environmental data of sites is recorded for the first time

2002
The first central sustainability report is published

2004
Miele becomes a member of the UN Global Compact Network

2008
Certification according to the SA8000 social standard takes place

2011
The first central sustainability strategy is adopted

2012
Energy management is certified (ISO 50001); the 'Diversity Charter' is signed

2014
Miele receives the German Sustainability Award

2016
Miele aligns its sustainability strategy with the 17 SDGs

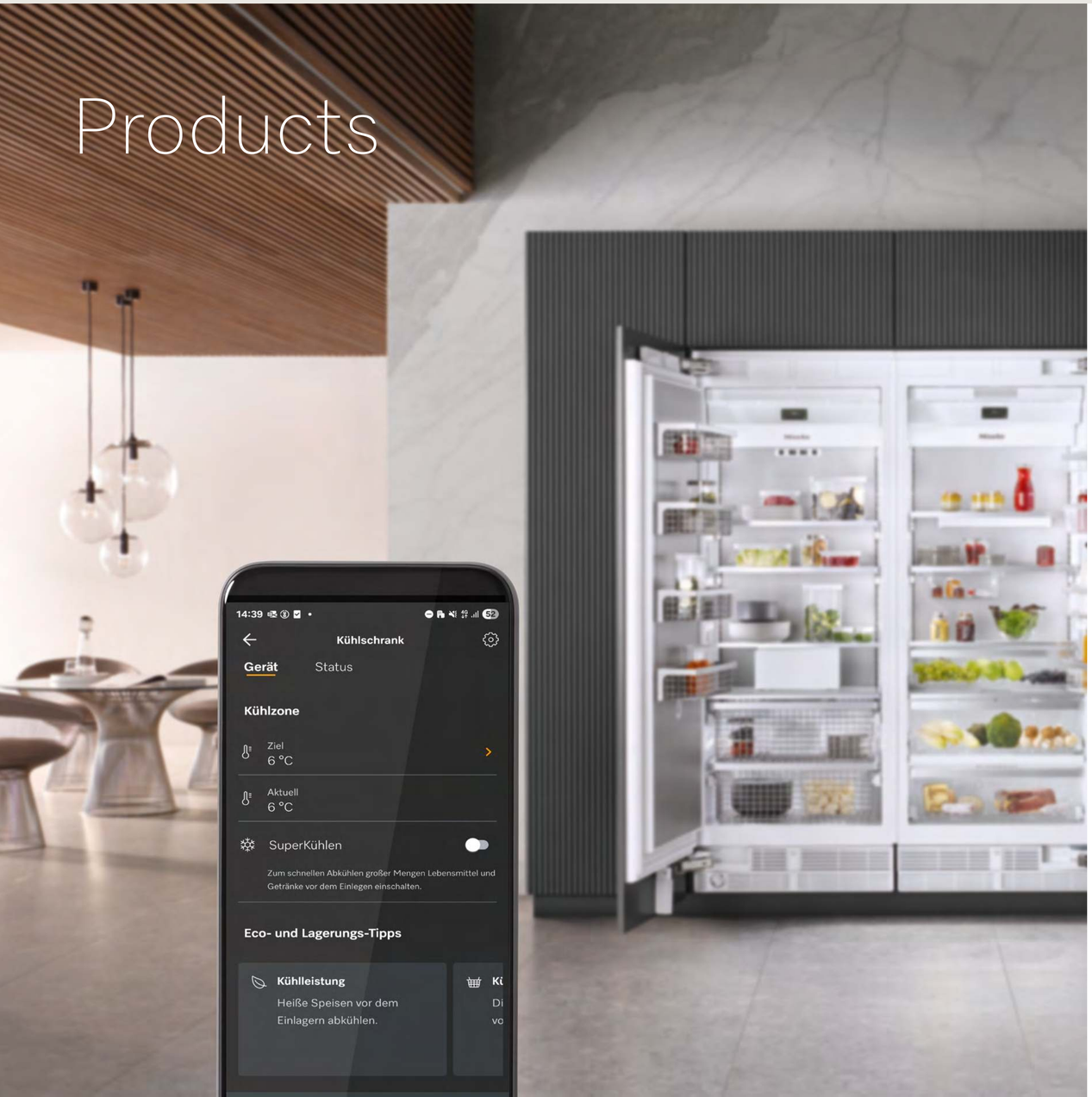
2020
Miele sets ambitious goals with new sustainability strategy

2021
Miele's climate targets are validated by the Science Based Targets initiative

2024
Miele receives the German Sustainability Award once again

2024
Miele celebrates its 125th anniversary

Products



Miele is a brand that stands for durable, premium domestic and commercial appliances. Our aspiration is for our products to be characterised by exceptional quality and durability, innovation, performance and convenience, as well as their timeless design. We attach great importance to ensuring that they are as resource-efficient and energy-efficient as possible, both in terms of their manufacture and use.

Our strategic approach

Increasing energy efficiency and promoting circularity form the core of our sustainable product strategy. As a result, we take various sustainability criteria such as energy consumption, durability and repairability into consideration right from the early stages of product development. Our teams work across departments, locations and companies to share knowledge and expertise. Investments in research and development enable us to incorporate new technologies at an early stage and find lower-impact alternatives for conventional, or even more environmentally harmful, materials. We continuously monitor the impact of our products on the environment and society in order to make targeted adjustments as needed.

Energy efficiency in real-life use

Although many Miele appliances attain top energy efficiency classes, the underlying eco programme is frequently not the first choice in households. That is why energy efficiency in real-life use, across all programmes, is what matters to our customers and therefore to us. We develop technologies, programmes and digital features designed to further reduce energy consumption in everyday use.

For more information on our approach to climate protection, please see the > Environment – Climate chapter.

Promoting the circular economy

We believe that moving towards a comprehensive circular economy is key to effective sustainable economic activity. In order to further increase the recyclability of our products, we are involved in research partnerships and advance pilot projects. These projects demonstrate that circular product design starts with selecting fewer high-quality, long-lasting materials that can be recycled; ideally, these materials should already consist of recycled materials. This means that products must be designed in accordance with new standards so that components can

be dismantled and replaced in the future. In this way, materials can be fully returned to the cycle and waste avoided. We are working to continuously incorporate these principles into our products.

For more information on our approach to the circular economy, please see the › Environment – Resources chapter.

Universal design as a principle
Miele's understanding of design encompasses not only elegance and aesthetics, but also intuitive, self-explanatory and accessible handling that is geared towards the needs of all customers. Therefore, in addition to environmental considerations, Miele applies the principles of universal design when developing its products. Accordingly, we pursue a uniform design and consistent operating logic for all appliances in a product group. This involves taking key functional characteristics into account, including wide-ranging usability, straightforward and intuitive handling, sensory perception of information, tolerance for operating errors, accessibility and low physical effort. At the same time, the design should motivate users to make greater use of eco functions that conserve energy and resources. Products designed according to these principles, which also feature a timeless and clear design, retain their appeal for longer. In this way, universal design can also contribute to a longer service life.

Product development partnerships
In order to optimally meet our product requirements, we benefit from internal and external partnerships and open dialogue.

The Design Center, product marketing and market research teams identify customer requirements, analyse the potential for improving existing appliances and machines and assess opportunities for new products. Specialists in design and development work on ideas and concepts, always supported by employees from the sustainability team. The toolmaking, prefabrication and assembly areas cooperate closely with suppliers and other industry partners right from the early phases of development. All employees can furthermore provide valuable ideas for improvements: In addition to the 'Idee M' corporate suggestion scheme, Miele provides its employees with a database-driven ideas platform at many locations. There are also idea scouts for the various product segments who work on idea development, steer the decision-making process through a committee and keep employees abreast of new ideas and activities.

Particularly when it comes to new materials or the challenging field of electromechanics, supplier expertise is highly sought after. Regular joint product innovation workshops help us to identify issues that could impact quality at an early stage. External dialogue also contributes to taking future customer requirements into account early on during product development. That is why Miele engages in regular dialogue with further interest groups and expert partners, such as Oeko-Institut Freiburg and Braungart EPEA. Miele is also working with start-ups on projects to advance future-oriented solutions in areas such as smart home, customer support, digital marketing and Industry 4.0. Forms of cooperation range from joint development projects and management support to direct capital investment. All of Miele's involvement in emerging companies to support the traditional line of business takes place under the umbrella of Miele Venture Capital.

Our highlights in product sustainability

Our goal is to make the Miele product portfolio more sustainable. To create synergies, business units, technology centres and central departments work closely together. During the reporting period, they achieved several successes – the most important of which are presented here. We also outline individual highlights in more detail under 'Our actions'.

Laundry care:

- 96 percent of all Miele washing machines achieved energy efficiency class A in the reporting period.
- 95 percent of our heat pump dryers have contained the refrigerant gas R290 (propane) since 2024. It has a lower global warming potential than conventional refrigerants.

Dishwashers:

- The water consumption of dishwashers in the eco programme has been reduced to 8.4 litres thanks to the further development of our EcoPower technology.
- The G 7465 SCVi XXL AutoDos model manufactured at the Bielefeld plant received the 'Green Product Award' from the non-profit organisation 'Green Future Club' in 2023 for its more resource-efficient technology and transparent consumption.

Cooking appliances:

Almost all Miele ovens and steam ovens are in the label class A+. Some ovens in the compact design even achieve the A++ label[1].

Refrigerators and freezers:

By modifying their insulation, we succeeded in improving the energy efficiency of many refrigerators and freezers by one category during the reporting period.

Miele Professional:

- Since 2023, the company has been supplying Miele MOVE Clean+, a software package that supports operational workflows, thus providing support with cost pressures and staff shortages.
- The ProCare Tex process chemicals launched in 2024 were awarded the 'Euroblume' EU Ecolabel on account of their composition that has a lower impact on the environment.

1) The new EU energy label scale from A to G (without the plus sign) does not yet apply to (steam) ovens, but does apply to refrigerators and freezers, dishwashers, washing machines and washer-dryers, among others.

Our actions

During the reporting period, we implemented a range of projects and measures, a few of which are presented here.

Long service life tests

Miele is the only manufacturer in the industry to test its products for the equivalent of 20 years‘ use. For household washing machines and tumble dryers, we assume five programme cycles per week – that amounts to 5,000 programmes over 20 years. Commercial machines also undergo service life testing. For example, Miele estimates two programme cycles per day for its PG 85 series cleaning and disinfection appliances; over 20 years, this corresponds to over 15,000 operating hours.

Eco programmes save energy and water

Eco programmes have been proven to save energy, especially in water-using appliances such as washing machines and dishwashers, because they run at a lower water temperature than conventional programmes. For example, 96 percent of all Miele domestic washing machines achieved energy efficiency class A in the reporting period. The first washing machines that fell 10 percent below the threshold for energy efficiency class A were launched on the market in 2023. In 2024, more than 15 percent of appliances sold were 20 percent below the threshold for energy efficiency class A. Our commercial washing machines also deliver outstanding performance in improving energy efficiency. In 2023, we integrated eco programmes into the ‘Benchmark’ series to reduce water and energy consumption. For example, the energy consumption of the PWM 916 model can be reduced from 2.17 kilowatt hours in the standard coloureds wash programme to 1.25 kilowatt hours in the eco coloureds wash programme – this corresponds to a reduction of 43 percent.

> **43 percent** – that is how much energy the eco programme can save compared to the standard programme for coloured laundry in our commercial washing machines.

Our Generation 7000 series ovens and steam ovens feature an integrated eco hot air function. The appliances start by heating the cooking compartment to the desired temperature, then use residual heat for the remainder of the cooking time; this takes slightly longer than other programmes. The longer programme duration has no adverse effect on the service life of the appliances. The eco hot air function reduces energy consumption by up to 30 percent compared to other programmes.

> The eco hot air function consumes up to **30 percent** less energy compared to Hot Air Plus in Generation 7000 ovens and steam ovens.

An increasing number of Miele cooker hoods are now fitted with an eco motor. This type of direct current motor is up to 50 percent more energy-efficient than a conventional motor. The drive is particularly quiet, without compromising on performance.

Almost all of the dishwashers in the G 7000 series achieve the best energy efficiency category A for these appliances. This is ensured by EcoPower technology: An intelligently designed water inlet, optimised spray arms and an efficient filter system reduce water consumption to 8.4 litres in the eco programme. In the automatic programme, consumption can be as low as 6 litres. In addition, every Miele dishwasher can be connected to a hot water supply of up to 60 degrees Celsius: Depending on the combination of programmes used, customers can save up to 35 percent CO_2 when using regeneratively produced hot water.

Eco mode: survey of user behaviour
Despite their advantages, cross-manufacturer surveys show that only a few people use the eco programmes. To obtain precise data, Miele commissioned a study on purchasing and consumption behaviour in Germany from the market research institute Appinio in July 2023. The study revealed that the potential energy savings offered by household appliances often remain untapped. Although 61 percent of respondents said they consider sustainability criteria when buying products, only 11 percent said they most frequently choose eco programmes for washing machines and dishwashers. Around 15 percent of those surveyed said they mainly used it in the washing machine, while a third said they used it in the dishwasher.

To raise awareness of the benefits of eco programmes, users of our appliances receive a forecast of the water and electricity consumption for the selected programme before it starts. They can therefore find out at a glance, for instance, that a programme operating at a longer cycle time or lower temperature requires less energy. At the end of the programme, the appliance displays the actual consumption in kilowatt hours and litres.

Smart functions for lower consumption and easier troubleshooting
Our goal is to ensure that our household appliances are as energy-efficient as possible and to support our customers with smart functions. The Consumption Dashboard in the Miele app, for example, shows how much electricity and water each programme uses, and also provides tips for using appliances more efficiently, helping users to reduce their electricity and water consumption even further. During the reporting period, the Consumption Dashboard became the most popular feature in the Miele app. Users can use it to analyse their washing and dishwashing habits and compare current values with those from previous months or with the average values from other Miele users.

The AI-supported application ‘AI Diagnostics’ helps users to resolve issues by themselves when an error message appears on the appliance display and in the Miele app. If, for example, the water inlet to the washing machine is blocked, this can have various causes depending on the type of appliance; however, they are often easy to remedy. The AI recognises the most likely source of the error and provides instructions for self-help in the app. If this does not work, direct contact with Miele Customer Service is available. To this end, AI Diagnostics draws on a range of data sources, for example from Miele Customer Service and the development departments, as well as appliance-specific usage data. In future, AI will even be able to predict appliance malfunctions and suggest measures to prevent them. A case in point is excessive foam formation as a result of customers using too much detergent when the appliance is only partially loaded. The AI then recommends the correct dosage. One of the goals behind AI Diagnostics is to minimise the number of customer service calls.

In 2024, we also developed SmartMatic, a programme for the new W2 generation of washing machines to be launched in 2025. The washing programme uses all the information available from the sensors to keep the consumption values constant for all loads ranging between one and four kilograms. The programme measures the load size and adjusts the washing cycle time, temperature and amount of detergent accordingly. Compared to the 40-60 eco programme, it has a shorter cycle time and saves energy, water and detergent for typical household loads than standard programmes.

SmartHome and commercial connection
Due to its wide range of appliances and possible applications, Miele is one of the leading providers of connected domestic and commercial appliances. Just under 59 percent of household appliances sold in December 2024 (excluding vacuum cleaners) were network-compatible and this trend continues to rise. The Miele app and Miele 3rd Party interface offer various digital solutions for the household, including linking with voice assistance systems such as Amazon Alexa or Google Home. The Miele 3rd Party API is a programming interface that enables connected Miele appliances to be integrated into third-party applications and allows different categories of Miele appliances to communicate with other manufacturers' appliances and applications. Today, homes can be managed conveniently by means of connected systems. The systems can also contribute to CO_2 reduction: Integrating Miele appliances into an energy management system enables the intelligent distribution of energy from a photovoltaic system, for example, so that a washing machine can be programmed to switch on only when a sufficient amount of self-generated electricity is available.

Connected appliances can also be updated via remote maintenance, or users can add additional applications, such as Smart Food ID for food recognition in the oven or special washing and drying programmes. Miele appliances can be updated with new applications remotely, even after several years.

In the commercial sector, Miele currently operates the MOVE Connect digital platform in 18 countries, which can be used to connect and manage Miele Professional appliances. The platform collects and analyses detailed water and energy consumption data. It also calculates the CO_2 emissions of the appliances on this basis and presents the data ina structured way. Users can also connect to the Miele Professional Service and access analyses remotely. MOVE Connect facilitates comparing consumption and performance across locations and identifying inefficient processes.

Refrigerators: a system to combat food waste
Modern fresh food systems and digital inventory management for refrigeration appliances can help to reduce food waste. The PerfectFresh Pro and PerfectFresh Active freshness systems in Miele refrigerators are designed to precisely regulate temperature and humidity. This slows down the natural decomposition process, which then extends the shelf life for fruit, vegetables, meat and dairy products in particular. It keeps food fresh up to five times longer than in a conventional crisper drawer.

Cradle-to-cradle: circular vacuum cleaner pilot project
In August 2024, Miele presented a design concept for a circular vacuum cleaner at the IFA trade fair for consumer and future technologies: The 'Vooper' design study shows a fully modular cordless vacuum cleaner that has been designed consistently according to the principles of the circular economy. With the exception of the battery, its valuable components can almost entirely re-enter the material cycle at the end of their life thanks to complete dismantling without adhesives and the use of single-type materials. The other materials used come from recycling processes and are themselves completely recyclable. The metal parts are made of so-called green aluminium, which

has a lower carbon footprint than conventional aluminium. Maintenance elements are easily accessible and colour-coded; components such as the battery or filter can be replaced or upgraded. We developed the circular vacuum cleaner study in close collaboration with Professor Dr. Michael Braungart, co-founder of the 'cradle-to-cradle' principle. The objective is to achieve a fully circular economy, where materials are not treated as waste but remain in circulation.

Recycled materials in household appliances
As part of its sustainability strategy, Miele promotes the use of recycled and recyclable materials to further advance the circular economy.

For example, we are currently manufacturing the base bodies of the cassette filters for our vacuum cleaners, such as the HEPA filter, as well as a number of filter bags and suction attachments using a high proportion of recycled material. The HyClean Pure vacuum cleaner bag, launched in 2023, is made from a total of 80 percent recycled material.[2] The frame of the Hygiene AirClean filter in the Boost CX1 vacuum cleaner is already made from 100 percent recycled plastic. We are continuously reviewing whether other elements of the vacuum cleaner accessories can be converted to recycled materials.

> The HyClean Pure vacuum cleaner bag is made from **80 percent** recycled material.

We are also continuously working on using more recycled material in our dishwashers. The PowerDisk for dishwashers is a particular success: Since 2022, we have been successfully using recycled material for the powder granulate cartridge cup, while maintaining consistently high quality. This recyclate consists of at least 95 percent well sorted, processed, household waste streams (lightweight plastic packaging).

2) The proportion of recycled material consists of post-consumer and post-industrial recycled material.

Environment

Climate

Climate change is one of the greatest challenges of our time, and it requires decisive action to preserve our natural resources. For Miele, responsible business practices are a key component of the company's corporate identity. This means that we are committed to consistently integrating climate action into our operational processes and anchoring it as an integral part of our sustainability strategy.

Our business activities involve high levels of energy consumption along the entire value chain – be it in the extraction of iron and production of steel, the manufacturing of our products or their subsequent use. We see it as both an obligation and a goal to reduce the greenhouse gas (GHG) emissions associated with these activities. In doing so, we do not only focus on our own activities but also involve our business partners.

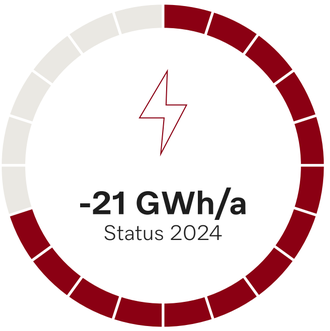
Our climate targets

Miele supports the targets of the Paris Climate Agreement to limit global warming to below 2°C by 2100 as compared to the pre-industrial era. For this reason, we aim for a permanent reduction in the GHG emissions generated by our business activities. To this end, we have set ourselves emission reduction targets that are compatible with the Paris Agreement and are based on the reduction pathways of the Science Based Targets initiative (SBTi). The SBTi recognised and confirmed the climate targets as scientifically sound in summer 2021.

- By 2030, Miele aims to reduce its absolute Scope 1 and Scope 2 emissions by 50 percent compared to the base year 2019. Since the base year, we have already reduced these emissions by 54 percent and thereby achieved our target ahead of schedule. Compared to 2023, the reduction in 2024 was around three percentage points.
- We also aim to reduce Scope 3 emissions generated during the use phase of sold Miele products (Scope 3.11) by 15 percent by 2030 (base year 2019). In 2024, the reduction was already 31 percent compared to 2019, roughly two percentage points more than in 2023. This is another target that we achieved ahead of schedule.

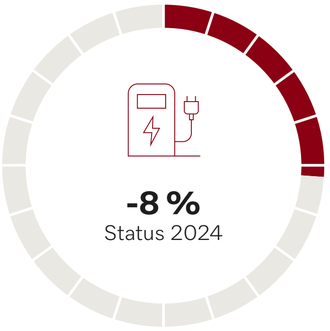
By the end of 2024, we had reduced our Scope 3.11 GHG emissions by **31 percent** compared to 2019.

Target 2030:
-30 GWh/a



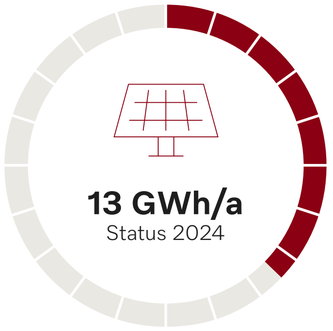
Energy efficiency measures

Target 2030:
-30 %



Vehicle fleet

Target 2030:
35 GWh/a



Self-produced renewable energy

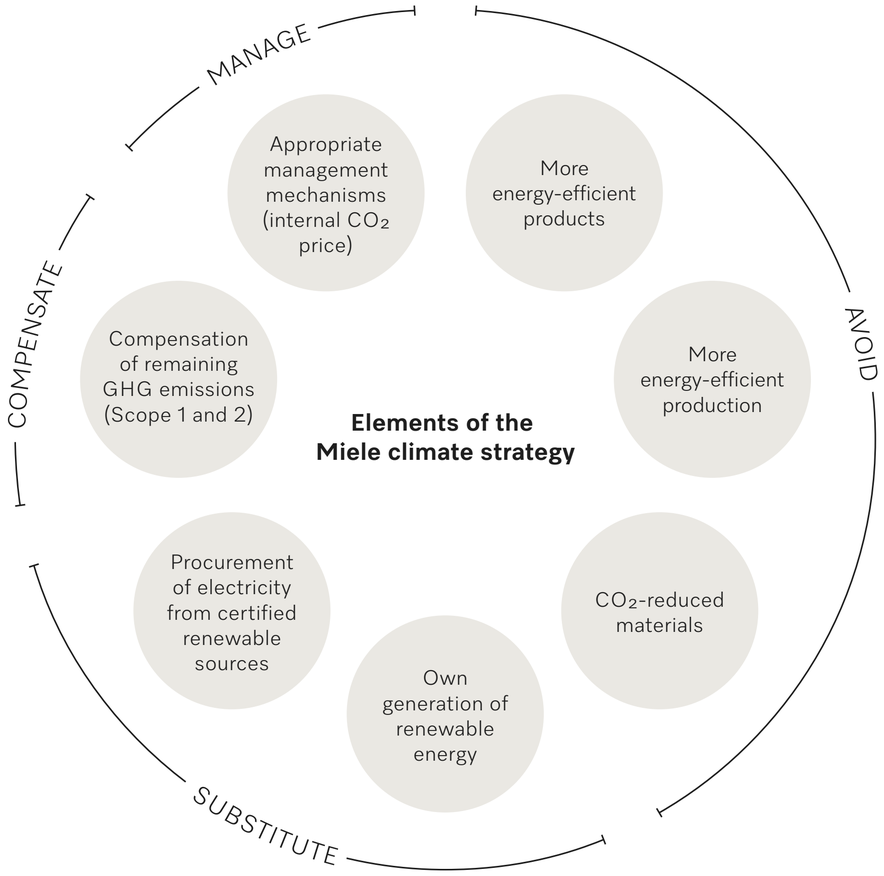
We have also set the following sub-targets for Scope 1 and 2:

- Energy efficiency: By 2030, we intend to save 30 gigawatt hours per year compared to the base year 2019 by implementing energy efficiency measures. Since 2019, we have already succeeded in reducing our energy consumption by a total of around 21 gigawatt hours thanks to energy efficiency measures at our sites.
- Vehicle fleet: Our goal is to reduce the GHG emissions generated by our vehicle fleet by at least 30 percent by 2030 compared with 2019 levels. By the end of 2024, we had already achieved an 8 percent reduction.
- Self-produced renewable energy: We intend to increase our energy output to 35 gigawatt hours per year by 2030 by utilising renewable energies. In 2024, over 13 gigawatt hours were self-produced from renewable energies, including 11 gigawatt hours of electricity from photovoltaic systems and over 2 gigawatt hours of heat from geothermal systems.

We are currently revalidating our SBTi targets while simultaneously developing a climate action transition plan. The aim is to have this ready by early 2026. Based on the 'SBTi Net Zero Standard', the plan sets out how we intend to achieve GHG neutrality along the entire value chain. In this context, we also plan to formulate long-term climate targets for Miele and have them validated.

Our strategic approach

We consolidate our approach and actions for climate protection in our Group-wide climate strategy, which is embedded in our sustainability strategy. The core of the climate strategy is to prevent and reduce GHG emissions and, where this is not (yet) possible, to offset them. The primary instruments for this are investments in energy efficiency measures, the expansion of in-house energy generation from renewable sources and the targeted reduction of emissions in the upstream and downstream value chain. We outline these key areas of action – including our GHG accounting – in detail in the Actions section of this chapter.



Our energy management
We organise our energy management as part of our integrated management system. It is certified in line with ISO 50001 at all European production plants and follows this standard at the Dongguan site in China. This certification provides transparency regarding energy flows and helps reveal further potential for efficiency improvements. Performance indicators are used to monitor our efficiency targets, enabling us to plan necessary infrastructure measures. The integrated management system – and consequently also energy management – undergoes an annual external audit. This involves verifying if existing processes are compliant with standards and can be further developed.

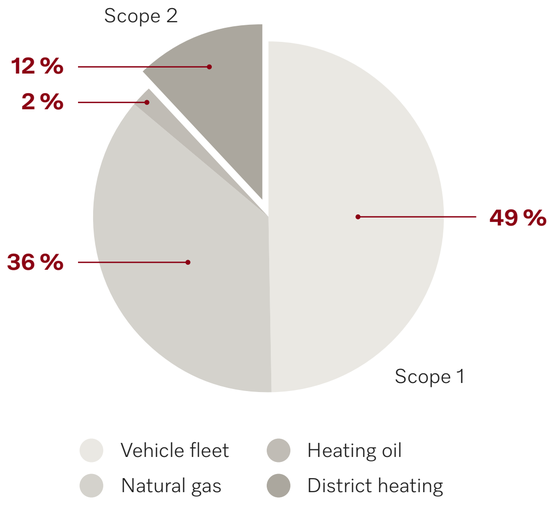
Energy management at Miele comprises a central, Group-wide energy team as well as plant-specific and cross-plant energy teams. All teams aim to foster the exchange of experience and expertise between the plants and to create synergies at an international level.

Climate action requirements for suppliers
Our long-term goal is to develop products that are completely GHG neutral in their manufacture. That is why we are committed to working exclusively with suppliers who pledge to adhere to defined principles for climate action in their day-to-day operations. We have set out our requirements for our suppliers in our Supplier Code of Conduct (SCoC). Suppliers are obliged to implement effective measures in line with the Paris Agreement to reduce their direct and indirect GHG emissions. In this context, they are expected to increase their use of renewable energy sources. We also require suppliers to be transparent about their own and upstream activities and to provide relevant information on their planned measures upon request.

Our actions
We are implementing a range of measures to counteract the impact our activities have on the climate. The most important actions are summarised below.

Our GHG accounting
Our GHG inventory forms the basis for understanding our impact on the climate and deriving measures to reduce it. We compile it annually in order to systematically record our GHG emissions and measure the progress of our climate targets. It is based on the international Greenhouse Gas Protocol standard and follows a market-based approach. GHG emissions consist of direct emissions from oil and

GHG inventory scope 1 and 2[1]
Status FY 2024[2]



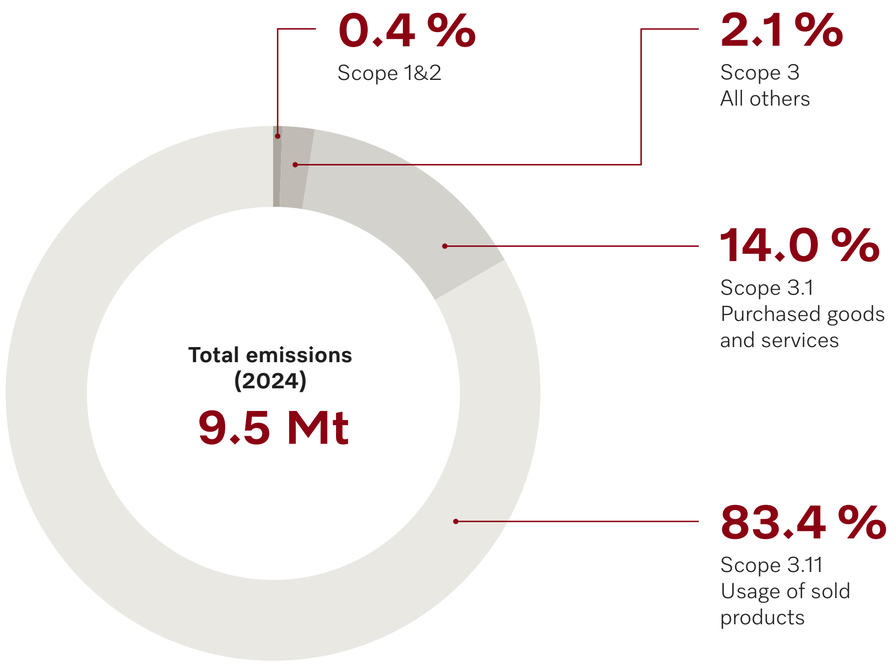
1) Rounding differences
2) Market-based approach

gas consumption as well as Miele's fleet of vehicles (Scope 1), indirect emissions from electricity and district heating (Scope 2) and indirect Scope 3 emissions. In addition to purchased goods and services (Scope 3.1) and the use of products sold (Scope 3.11), the latter also include capital goods (3.2), fuel and energy-related emissions (3.3), transport and distribution (3.4), waste (3.5), business travel (3.6), employee commuting (3.7), leased facilities (3.8) and the handling of products sold at the end of their life cycle (3.12). For Scope 3.1 accounting, we are gradually recording more GHG emissions based on primary data. These emissions are depicted in the diagram under 'Scope 3: All others'.

Energy efficiency and savings

We have implemented measures to use energy efficiently and to utilise renewable energies at our locations in order to reduce our direct and indirect emissions (Scope 1 and 2). Energy efficiency has always been a top priority at Miele, and not just in relation to the company's products. As early as the 1980s, the company began designing new buildings with heating systems based on more efficient low-temperature technology. Today, this technology is increasingly being used in modern district heating networks.

Waste heat from a gas-fired power station has been supplying district heating to the entire site in Gütersloh since 2008. Small boilers remain on standby to provide emergency power to the production plants.



Miele GHG inventory (CO_2e)
market-based approach

We are in a dialogue with the district heating company in Gütersloh to increase the efficiency of the heating network and unlock further potential. In addition, we have combined heat and power plants in Bünde and Bielefeld, and we also use the heat they generate. Furthermore, during the reporting period, our plant-specific energy teams prioritised the development of new concepts to make production even more energy efficient. For example, they looked at how compressed air and refrigeration systems can be operated more efficiently.

Moreover, we have introduced energy-saving measures at all production plants or are examining their feasibility – for example, thermal recovery or replacing existing lighting with more energy-efficient light sources.

Miele involves its employees in energy-saving initiatives and offers them an e-learning module on the subject, among other things. Employees can access a broad range of information on how to save energy in their day-to-day work on the company intranet. The information is tailored to specific target groups, such as office personnel and employees working in plant engineering, and is updated on an ongoing basis. For example, administrative staff are made aware of the importance of proper ventilation and heating.

Use of energy from renewable sources

Since 2021, all locations worldwide have been using electricity from renewable energy sources. We also use corresponding guarantees of origin for this purpose.

At our production sites, we already use electricity generated from our own renewable energy sources or are looking into whether this is feasible. At its production sites in Germany, Miele supplies electricity to its internal grids via combined heat and power plants in Bielefeld and Bünde, as well as several photovoltaic systems in Arnsberg, Euskirchen, Gütersloh, Lehrte and Warendorf. In addition, we are currently examining the construction of additional photovoltaic systems at our sites in Bielefeld, Bünde and Oelde. The expansion of renewable energies is also progressing in our sales companies and at our international plants: Our international production plants in Braşov, Dongguan, Grosuplje (Belimed), Ksawerów and Riese Pio X (Steelco) are already operating their own photovoltaic systems. Sales subsidiaries in Australia, Belgium, the UK, the Netherlands, Austria, Switzerland and South Africa are also advancing the supply of energy from solar power. Another photovoltaic plant in Pelt, Belgium (Eurofilters) is scheduled to go into operation at the end of 2025. In addition

to solar energy, Miele also makes use of geothermal energy. Systems with a total heat output of 3,000 kilowatts have been installed at two German sites (Euskirchen and Gütersloh) and at one international site (Ksawerów). Using geothermal energy, we aim to cut our fossil fuel consumption by more than three gigawatt hours per year at our headquarters in Gütersloh – saving around 600,000 kilograms of CO_2. Additional geothermal projects are in the planning stage.

In 2024, Miele generated a total of 13.41 gigawatt hours of renewable energy in-house – of which 10.96 gigawatt hours originated from electricity generated by photovoltaic systems and 2.45 gigawatt hours from heat generated by geothermal systems.

Conversion of our vehicle fleet
To reduce emissions from our vehicle fleet, we offer our employees at least one electric model in every vehicle category as a company car. The global share of electric company cars stood at 10 percent at the end of the reporting period. Since 2022, we have also been using fully electric customer service vehicles, which account for a total of 6 percent of our fleet.

Compensation of remaining Scope 1 and 2 emissions
In order to reduce our Scope 1 and 2 emissions, we prioritise in-house generation and the purchase of renewable energies as well as energy efficiency measures. We offset remaining GHG emissions in Scopes 1 and 2 by investing in global climate action projects and purchasing certificates from CO_2 reduction initiatives. The certificates we purchase cover both carbon sequestration and reduction projects (for example through regenerative agriculture). The certificates applied adhere to internationally recognised standards and criteria.

Product carbon footprints for Business Units' reference appliances
In the reporting period, we used a carbon accounting tool and worked closely with all Business Units to create product carbon footprints (PCFs) for predefined reference appliances. The transparency provided by PCFs can be used to identify, optimise and compare the potential for reducing CO_2 and GHG emissions. The PCFs also support us in managing our climate target. The aim is to expand the project and gradually calculate representative PCFs for all product categories.

GHG emissions from appliance use
According to our calculations, most of the GHG emissions associated with our business activities (84 percent) are generated during the use phase of our appliances (Scope 3.11). To reduce these emissions, we are improving the energy efficiency of our appliances and developing programmes designed to save energy during their use, in addition to assistance functions and applications in the Miele app. For more detailed information on these solutions, please refer to the › Products and › Social – Customers chapters.

We are additionally investigating the extent to which GHG emissions can be reduced by using alternative refrigerants. Since 2020, we have exclusively used the refrigerant R600a in almost all of our refrigeration appliances worldwide. R600a has a lower global warming potential than other conventional refrigerants. In 2024, around 95 percent of heat pump dryers manufactured contained the refrigerant R290 (propane), which also has a lower global warming potential than comparable conventional refrigerants.

GHG emissions from material use
We take the carbon footprint of raw materials and intermediate goods into account right from the purchasing stage. According to our calculations, purchased goods and services (Scope 3.1) account for 14 percent of our GHG emissions. Steel has the largest share in this. Together with multiple strategic partners, we have signed declarations of intent for supply so that in future we will be able to source most of our steel from producers whose manufacturing processes emit lower levels of GHG emissions than conventional production.

We have been using this type of steel in our cookers and ovens since November 2021. During the manufacturing process, GHG emissions are reduced by more than 66 percent compared to conventional production methods through the use of renewable energy sources and steel scrap. This steel is installed as a cover plate in the appliances that Miele produces in its plant in Oelde, Westphalia.

Since 2023, aluminium produced entirely using hydropower electricity has also been used. It is installed in our ovens as part of a pilot project.

Procuring materials and intermediate products locally
Regional procurement close to production sites shortens transport routes and can consequently reduce the impact on the climate due to lower GHG

emissions. It also strengthens the regional economy and increases the efficiency of production processes.

Miele prefers to purchase from European producers whose manufacturing processes have a lower carbon footprint compared to the global average. This way, sourcing conventionally produced raw materials can also contribute to reduce overall GHG emissions.

Internal CO_2 pricing

The CO_2 shadow price is a notional price that assigns a monetary value to the environmental impact of CO_2 emissions. It is an important tool for considering the climate-related costs of projects and measures and incorporating them into business decisions. If sufficient information is available, Miele applies the CO_2 price as a shadow price for investments and, in some cases, for purchasing decisions. We do not currently differentiate by region or business unit.

To determine our internal CO_2 price, we draw on external sources such as the price set by the EU Emissions Trading System (EU ETS) and publications from accredited research institutes. We also draw on information obtained from in-house projects and discussions with suppliers. We are currently working on establishing a structured calculation method.

Project to mitigate climate change in Brazil

In 2023, Miele teamed up with reNature, a Dutch start-up, and Brazil-based project group Flowins to set up a model farm in Brazil for the cultivation of coffee using regenerative agroforestry methods. The objective is to support local coffee producers in adopting cultivation methods that improve coffee quality, restore depleted soil and help mitigate the effects of climate change by binding CO_2 in the soil. Through exchanges with other farmers, the local community can acquire new knowledge, thereby creating an important foundation for future generations.

Environmental impacts

As a company, we want to do our utmost to protect the environment and preserve it for future generations. In addition to our commitment to mitigating climate change, we are working to reduce other negative environmental impacts at our production plants and in the downstream value chain.

Our strategic approach

We consistently strive to avoid environmental pollution of any kind. Our aim is for all Miele products to be manufactured in a resource-conserving and energy-efficient way. Environmental protection is considered as early as the process planning stage. We manage operational environmental protection across the company as part of our integrated management system via our environmental management system. This is certified according to ISO 14001[1)] at all our production plants worldwide.

We compile various indicators to monitor and manage our environmental performance. In 2024, all of Miele's production plants were assessed for specific environmental risks.

Handling of substances of concern in products
Miele appliances contain small amounts of substances of concern due to functional requirements. These may have negative impacts if not handled or disposed of properly. When used as intended, however, there is virtually no risk to humans or the environment during the appliance's service life. Disposal risks are higher in countries without comprehensive disposal regulations.

To minimise these risks, we avoid to use substances of concern wherever possible. We limit their use through company-wide guidelines, such as our own plant standards. If suitable alternatives are available that meet the necessary product requirements, we use them.

Miele takes the necessary precautions to comply with legal frameworks and to thus ensure product safety and legal compliance. These include, for example, the European Regulation on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) and the EU Directive on the Restriction of Hazardous Substances (RoHS). In addition, we have our products and components independently analysed for substances of concern.

Handling hazardous substances
Certain hazardous substances are needed for processes and infrastructure at our production sites, making their management particularly important for Miele. Hazardous substances include chemicals for degreasing and cleaning, lubricants and adhesives. Consumables such as rechargeable batteries and cleaning agents also fall under hazardous substances legislation. We organise the proper implementation of hazardous substances legislation to protect employees and the environment within the framework of our integrated management system. We monitor products, systems and technologies and update them regularly. We aim to ensure safety in use – and to reduce the amount of hazardous substances wherever possible.

Before introducing new hazardous substances, we assess them using an internal system. Occupational safety, company medical, fire service and environmental protection staff conduct technical risk reviews and provide guidance on handling and in-house storage that goes beyond legal requirements. This is essential for accurate emergency risk assessments.

Specialised waste management companies handle the disposal of larger quantities of hazardous

1) Not all SteelcoBelimed and Eurofilters production plants are ISO 14001 certified yet.

substances directly at the point of origin, using suction vehicles for liquids. Smaller quantities are prepared for collection by the responsible employees in hazardous materials storage facilities. Our production processes do not generate any waste containing mercury.

Transport of hazardous goods
Hazardous goods are, by definition, received and dispatched at Miele's production plants. Various national, EU-wide and other regulations apply to them. They cover transport on public roads as well as air, sea and inland waterway transport. Accordingly, Miele implements the necessary measures to ensure that shipping documents are prepared correctly, quantity limits are observed, suitable packaging is selected and correct hazardous goods labels are affixed to the products. The regulations pertain to products containing, among other things, refrigerants, operating resources such as chemicals, rechargeable batteries and cleaning agents. Hazardous waste such as used acids and binding agents containing oil are also included. Design and product management staff must ensure – starting from development – that products do not fall within hazardous substances or goods regulations. Relevant employees in spare parts and accessories are also involved early in this process.

Our actions

We implement a range of actions to address potential critical environmental impacts. The most important ones are summarised below.

Proper handling of hazardous substances and goods
Management measures and training programmes form a central part of Miele's safety and compliance culture. Miele issues comprehensive operating instructions for hazardous substances and goods. Hazardous substances data and documentation are managed and regularly updated in IT systems. Compliance monitoring is conducted by line management and through internal and external audits on a random basis.

All employees receive annual health and safety training. Employees in contact with hazardous substances, including those in production and customer service, also undergo specific annual training. Comprehensive checklists are available for day-to-day tasks.

In addition, staff handling hazardous goods transportation receive specialised training – while other logistics staff receive regular task-based training.

Miele has appointed external hazardous goods officers to provide technical support, advise the company and regularly conduct specific training programmes for the employees concerned. Hazardous materials coordinators have furthermore been appointed for the waste disposal, goods receipt, goods dispatch and customer service departments. They serve as a direct interface to external hazardous materials officers and support internal organisation and communication.

Disposal of pollutants

Proper disposal involves rendering substances that pose a risk to the environment or health as harmless as possible. Very old refrigeration equipment frequently still contains climate-damaging refrigerants and insulating materials such as chlorofluorocarbons (CFCs). These must be recovered to the greatest extent possible during disposal. Miele commissions specialised disposal and recycling companies and participating subcontractors in Germany and contractually obliges them to comply with the DIN EN 50625-2-3 standard and the TS 50625-3-4 specification for the treatment of waste electrical and electronic equipment. In other countries, this is done within the scope of the extended producer responsibility by organisations and systems that coordinate take-back and disposal.

These companies and their processes and treatment facilities are strictly supervised by public authorities in Germany. Miele also participates in joint external audits and requires its waste disposal service providers to have their treatment facilities for refrigeration appliances audited by a research institute approved as a testing centre.

Where deviations from the standards are identified, the audit process provides for a range of escalation levels. Immediate measures can often remedy the situation. In the event of critical deviations, the final measure may be to suspend deliveries from the affected plant until a follow-up audit has been carried out and all necessary measures have been approved by external experts. In addition, the recycling plants are regularly tested for leaks and performance. Facility operators are also required to carry out their own checks.

Support with disposal

To facilitate handling, manufacturers organised in the European household appliance association APPLiA support waste disposal companies in the proper execution of their tasks. To this end, they have drawn up corresponding codes of conduct for the end-of-life labelling of appliances containing vacuum insula-

tion panels (VIP) and fluorinated greenhouse gases (GHG), with Miele participating in a committee role. Improper handling of VIPs can produce fine dust, which can cause problems in recycling plants. The release of fluorinated GHG contributes directly to the progression of climate change. Among other things, the voluntary commitments include provisions for standardised labelling on the rear panels of refrigeration equipment, which identifies critical insulating materials and refrigerants.

Together with the industry association DIGITALEUROPE, APPLiA has also initiated the online information platform I4R (Information for Recyclers). The website provides waste management companies and other interested parties with recycling information for various types of appliances directly from the manufacturer, including information on hazardous substances and components.

Reducing microplastics

In addition to substances of concern and hazardous substances and goods, Miele also addresses the issue of microplastics in terms of its environmental impact. Tiny plastic fibres can be released into the environment via wastewater when synthetic clothing is washed. Looking ahead, we aim to develop solutions for our products that will prevent them from or significantly reduce the amount being released into bodies of water. Beyond the appropriate design of appliances, microplastics are relevant for Miele's production plants because they are contained in conventional fire-extinguishing agents. As an initial step, we have identified all the fire-extinguishing agents containing microplastics and have replaced most of them with alternatives.

Water

Water is a vital resource. It is essential for ecological stability and climate protection, and an indispensable factor in the manufacture of our products. This makes the sustainable use of water increasingly important. Therefore, we are committed to reducing water demand and consumption in our manufacturing processes and ensure proper wastewater management.

Our strategic approach

Our primary goal in water management is to minimise usage – for example, in cooling during production, operating kitchens and sanitary facilities or irrigating green spaces. As part of our resource-saving measures, we aim to ensure that drinking water hygiene is guaranteed at all times.

Miele also addresses water scarcity and water stress to secure supplies in the future: We analyse potential risks at our own plants and in regions where we manufacture. Although we do not currently operate in areas with high water stress – i.e. locations where demand exceeds supply or water quality is inadequate for use – we closely monitor developments and plan to provide more information in future about the associated challenges and actions. Through strict controls and investments in efficient technology, our risk profile relating to water scarcity remains low.

Our wastewater is carefully monitored, pre-treated in compliance with official regulations and properly discharged through municipal treatment plants. Our company organisation assigns clear responsibility for activities that impact the environment. Designated employees maintain regular contact with relevant authorities and review analyses to determine necessary actions.

Our actions

In 2024, total water consumption at Miele's production plants fell by around 12,000 cubic metres to 333,000 cubic metres compared to the previous year. Of this total, approximately 238,500 cubic metres came from the public network and approximately 94,500 cubic metres from our own company wells. The total quantity of wastewater from all Miele plants simultaneously decreased to 308,712 cubic metres (2023: 320,595 cubic metres). A significant contribution to this was made by the closure of the enamelling plant in Gütersloh, resulting in the wastewater treatment plant there also being taken out of operation. Technical wastewater across all plants fell from 27,500 cubic metres (2023) to 15,600 cubic metres (2024).

> We succeeded in reducing water abstraction per tonne of product from 2.12 cubic metres in 2023 to
> **1.93 cubic metres**
> in 2024.

The main actions implemented to reduce water use and wastewater volumes are outlined below.

Utilisation of water resources

Miele sources water from the public supply for its production and the operation of its plants, and in some cases also from its own company wells. These sources are monitored by the relevant authorities and are not significantly affected by withdrawal volumes. To maximise efficiency in using well water, for example as rinse water or for cooling purposes, we treat it for technical purposes, removing iron and lime.

Rainwater management and local activities

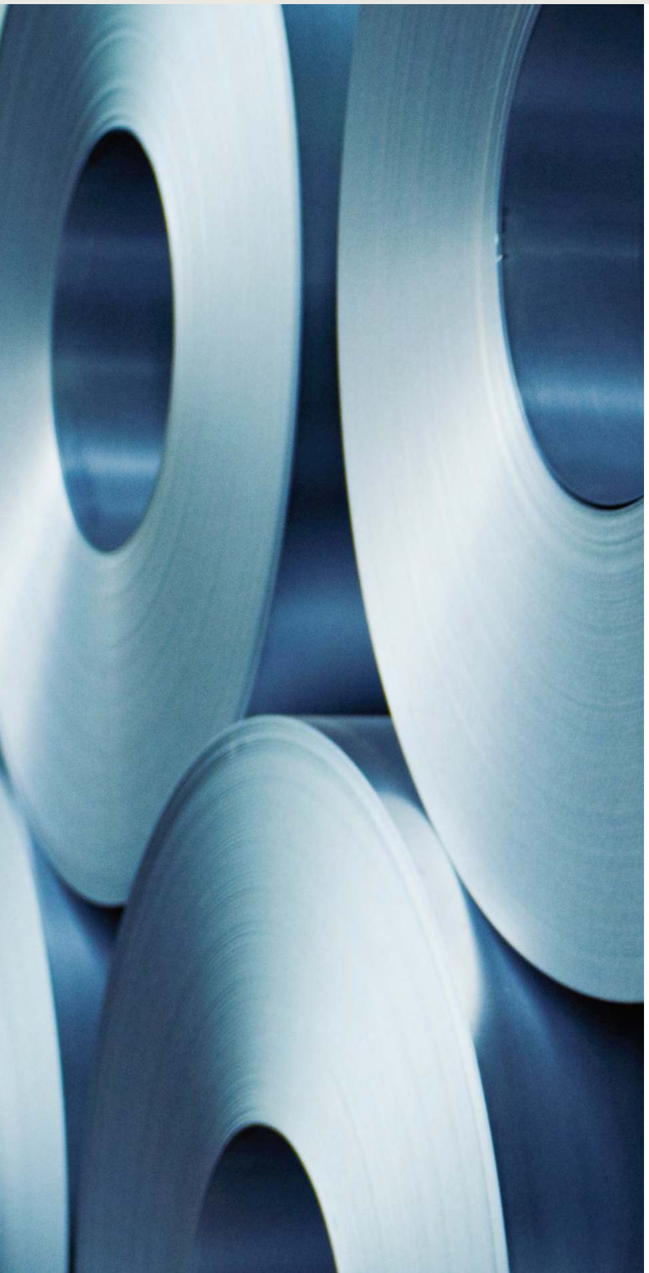
Rainwater is discharged into receiving waters such as rivers, lakes or seas. Each site features a rainwater main, which operates alongside at least one wastewater main. Further information on our wastewater can be found in the next section. Retention basins have been installed at the Gütersloh and Ksawerów

production plants to temporarily store water en route to receiving waters, helping to prevent flooding. Provided no critical pollution is detected, the retained rainwater is channelled into downstream watercourses in several stages without further treatment. For many years, Miele has additionally operated a seepage reservoir at the Gütersloh. Rainwater first flows into the retention basin, where any potential contaminants are identified and, if necessary, removed. The subsequent seepage reservoir allows water to flow into the natural aquifer on site. If the amount of rain exceeds basin capacity, excess water is pumped to a retention area and, if needed, discharged in a controlled manner into the sewerage system and finally into a local river.

At the plant in Dongguan, China, Miele has installed meters as part of its environmental management system to help analyse water usage and set consumption targets.

We have also implemented water-saving drip irrigation systems at several sites to efficiently supply water to the plants.

Our wastewater approach
Apart from rainwater, Miele does not discharge any wastewater directly into bodies of water. Instead, all wastewater is channelled to municipal wastewater treatment plants via public sewer systems. We monitor important wastewater parameters in advance using our own measurement technology in compliance with regulatory requirements. Technical wastewater is produced at eight out of twelve locations (excluding Arnsberg, Bünde, Ksawerów and Warendorf), for which specific duty of care obligations apply. Miele must ensure that all legal thresholds stipulated by municipal regulations are complied with. Strict precautions are in place to ensure that the authority requirements are observed when discharging technical wastewater into public sewers. We monitor wastewater using internal measurements and treat it in advance where necessary. This includes, for example, neutralisation processes to regulate the pH value and the precipitation of heavy metals using lime milk at the Oelde site, where pollutants are filtered out as solids. Public authorities also conduct unannounced inspections to check that discharge limits are not exceeded and that our plant operations comply with legal requirements. Internal and external process controls in the reporting period did not reveal any significant or material breaches of the municipal limits.



Resources

The planet has only limited resources. Various raw materials and other resources are required for the production of Miele appliances, such as stainless steel for washing machines, plastic granulate for vacuum cleaners and glass ceramic for hobs. However, in view of rising demand and limited resources, it is becoming increasingly challenging to ensure their long-term availability. We want to contribute to resource efficiency by ensuring that products and materials can be used for as long as possible. In the long term, we aim to ensure that the materials used can be returned to the cycle.

Our strategic approach

Contributing to the development of a fully circular economy is a key component of our sustainability strategy. That is why we are actively working to establish a fully circular value chain in which all materials can be returned to the cycle at the end of their life cycle.

Our ambition: We want to manufacture domestic and commercial appliances whose components are durable and can be repaired, replaced or upgraded with software updates as required. At the end of their life cycle, they should, wherever possible, be refurbished, partially reused, or recycled. This is how we can avoid waste throughout the entire process. We are pursuing this ambition by further increasing the share of recyclable materials and the use of secondary raw materials (i.e. raw materials that have already been recycled) in our products and packaging. In this way, we aim to use resources even more efficiently and achieve the most extensive possible recycling of the materials used – under economic conditions and without compromising on quality.

This ambition guides us in our use of the resources required for our products, as well as when in our handling of materials and waste in production. We implement our measures transparently and consistently. Our systematic environmental management system thus forms the basis for operational environmental protection. For more information, please see the › Environment – Environmental impacts chapter.

Focus on resource conservation in product development

We begin as early as the product development stage in order to offer solutions that conserve resources as far as possible and therefore also focus on the circular economy. From pre-development to series production, we want to keep an eye on all relevant aspects and use our own product development system called IMNU 2.0 for this purpose. Part of this system is an environmental checklist. It supports development projects with guidelines that indicate where ecologically sensible priorities can be set. The environmental checklist also includes Miele-specific requirements for design, repairability and packaging materials, as well as material specifications relating to the use of polycyclic aromatic hydrocarbons (PAHs), plasticisers and recycled plastics. These specifications go beyond the legal requirements for the use of chemicals.

Another element of the product development system is an international digital rights registry. It provides information on the various legal requirements for appliance development and makes it possible to take these into account for specific countries and products. In addition, Miele develops scenarios for individual product categories that allow trends and probable developments, including in the context of sustainability, to be systematically analysed and regularly reviewed. In order to integrate ecological criteria into the product development process right from the start, Miele also prepares corresponding life cycle assessments for relevant technological modifications.

Use of raw and other materials: as circular as possible

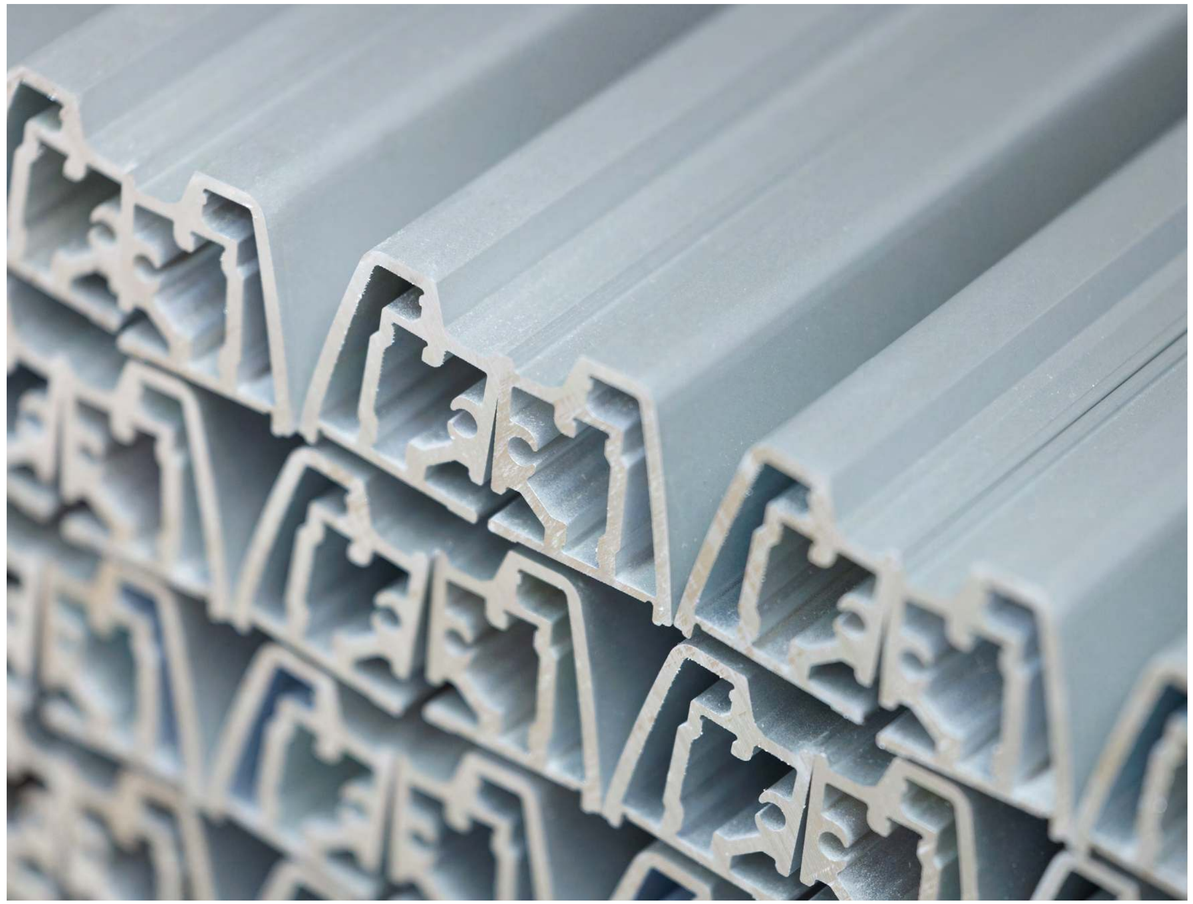
For the manufacture of its products, Miele procures raw materials such as stainless steel or plastic granulate, as well as components such as hoses and ball bearings. The company also utilises auxiliary and operating materials such as paints and oils, as well as electrical and electronic components. In addition, complete products such as refrigerators, coffee machines and microwave ovens are supplied by external manufacturing partners in accordance with Miele specifications. In the 2024 business year, Miele purchased production materials[1] worth around 1.06 billion euros. Germany and other European countries account for 94 percent of this purchasing volume. During the same period, Miele utilised a total of 114,466 tonnes of raw materials (2023: 106,204 tonnes). The majority of this was metals (79 percent), with the remainder being plastic granulate (21 percent).

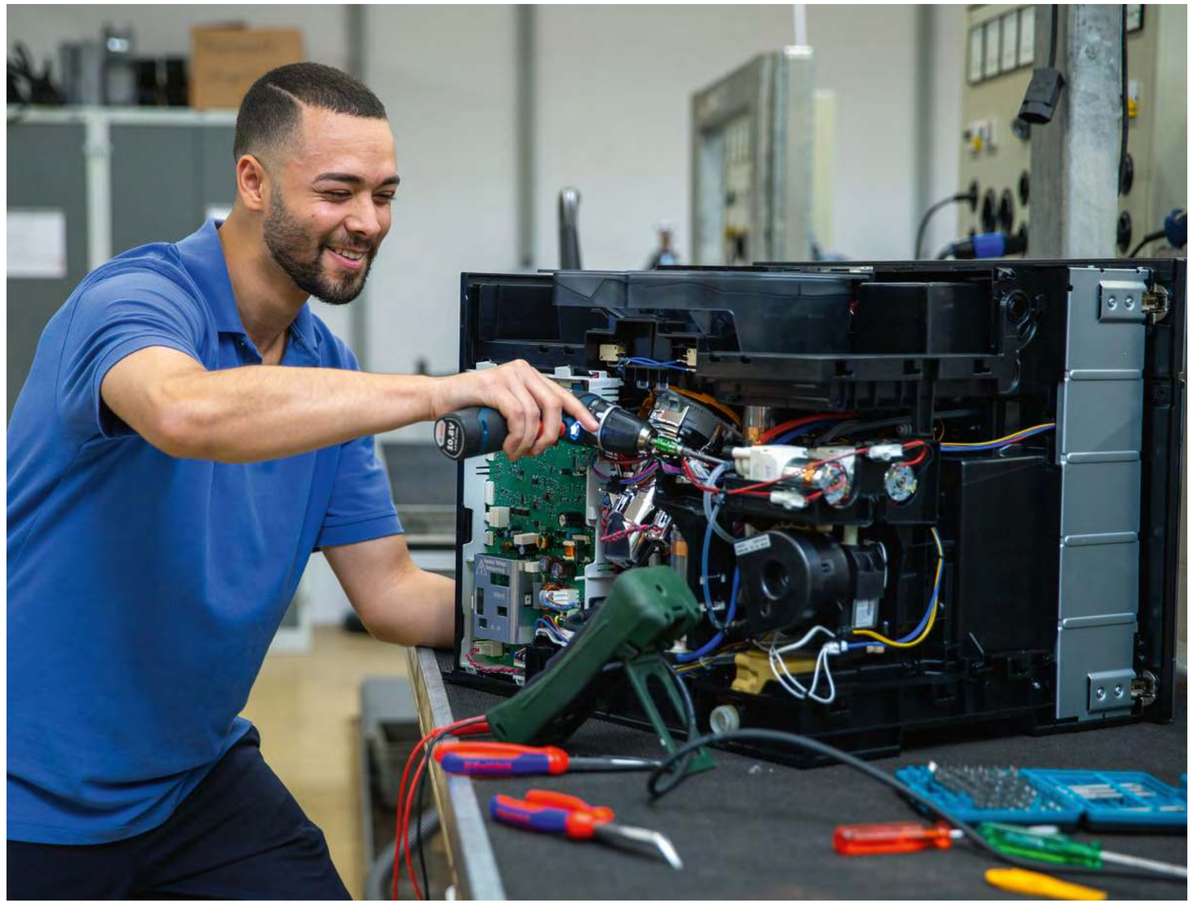
Miele always carefully weighs up the advantages and disadvantages of each material selected in order to ensure maximum resource efficiency while also maintaining quality. Miele appliances contain a high proportion of metal; on the one hand, the raw materials used for this purpose, carbon steel and stainless steel, are largely recyclable, and on the other hand, we focus on using metals with a high recycled content. Many components, such as vacuum cleaner casings and washing machine panels, are to be increasingly replaced by recycled materials in future, as is already the case with metals. There are many obstacles to overcome: Firstly, suitable recycled materials, preferably from post-consumer waste,[2] are not always available in unlimited quantities and in pure form. A prerequisite for their suitability and thus their use is that they meet design requirements and that the proven durability of the materials is guaranteed. Ultimately, the use of recyclates also carries the risk of unwanted substances entering the material or product unintentionally. It is for this reason that all recyclates need to be carefully tested and documented before they can be used in our products.

Miele has been using appropriately tested recycled plastics since 2015. Particularly well suited for packaging, they are also used in components of our domestic appliances. Since 2021, the salt funnels for

1) These are materials (or raw materials) that are processed in the manufacture of the product.

2) Post-consumer waste refers to materials or products that are disposed of by end-consumers after use. They play an important role in the circular economy because they can be recycled using suitable processes.





our dishwashers and the lids of the floor modules in our tumble dryers have been made from recycled plastics. Further examples of the use of recycled materials can be found in the Actions section of this chapter.

Product repairability
Miele operates according to the principles of 'care instead of repair' and 'repair instead of replace'. Replacing a device should always be the last resort. That is why the future reparability of components and updateability of control software are important criteria in the product development stage of Miele appliances. The products are designed in such a way as to minimise the cost of repairing or replacing components. In addition, the supply of spare parts is extensive: around 72,000 different Miele original spare parts are kept in the central warehouse in Gütersloh and are available for an extended period – functionally important spare parts even for at least 15 years after series production has been ended.

When it comes to solving problems, our customers can rely on a range of options: self-help options, remote support and digital services including AI technologies (see also > Social – Customers chapter).

For detailed information on the quality and durability of our products, please see the > Products chapter.

> Miele keeps around **72,000** spare parts essential for the proper functioning of its products in stock for at least 15 years after they are discontinued.

Refurbishing appliances – for a longer product life
In Germany, Miele is obliged to ensure that end-of-life appliances can be returned and recycled. For detailed information on our disposal approach, please see > Environment – Environmental impacts. We also take responsibility for taking back used appliances internationally. However, we do not intend to simply dispose of these products in the future because not all appliances will have reached the end of their possible service life. We are therefore examining new circular economy business models to enable the continued use of suitable appliances and to tap into new customer groups. In a pilot project in the Netherlands, refurbished appliances are already being offered with a 'refurbished' label (see also the Actions section in this chapter).

Waste management
The careful use of natural resources also includes the avoidance of waste, a goal which we want to achieve with the help of the approaches described above. The efficient use of resources also plays a role in securing supply and realising cost savings. However, waste cannot be completely avoided during manufacturing processes. We have therefore taken precautions to ensure that waste from production can be sorted carefully on site using reusable containers. The low quantities of chemicals and their containers are also sorted correctly and made available for collection. Larger quantities, for example those generated by surface treatments, are passed on directly to waste disposal companies by specialist personnel. The Miele employees concerned are trained in the handling of hazardous waste. For detailed information on how we deal with waste, please see the > Environment – Environmental impacts chapter.

We commission appropriately qualified specialist companies to carry out disposal. Miele inspects these companies in disposal audits to ensure that they comply with the requirements of the German Closed Cycle Management and Waste Act (Kreislaufwirtschaftsgesetz), and also to check their permits and measuring equipment. Only specialised companies are entrusted with the transport of hazardous waste, both in Germany and at sites outside of Germany.

The metal-processing areas of the Miele plants mainly generate metal scrap. In the iron foundry in Gütersloh, used sand, slag and spent furnace linings account for a significant share of the waste generated. Other waste includes plastic and packaging waste, electronic scrap and chemical waste such as waste oils and emulsions.

In the 2024 business year, Miele plants produced a total of 30,947 tonnes of waste, an increase of approximately 9.4 percent on 2023 (28,680 tonnes). In addition to fluctuations in production, this higher quantity of waste was due to larger volumes of galvanised scrap, which accumulated as a result of material changes at the Gütersloh plant. The scrap was sent for recycling. Hazardous waste amounted to 2,267 tonnes (2023: 3,716 tonnes). The reason for the reduction is that the level of technical wastewater at the Bielefeld plant consistently fell below prescribed limits, meaning it could be discharged indirectly rather than being disposed of as waste. Approximately 95 percent of all the waste produced at Miele's plants worldwide was recycled in the 2023 and 2024 business years. In order to further minimise waste, we aim to recycle 96 percent of the total waste generated at all Miele locations by 2025.

Our actions

We implement a range of measures to mitigate our impact on natural resources. The most important ones are summarised below.

Solutions for the use of recycled materials in products

Our goal is to cut down on the use of primary raw materials in our production processes. The Plastics Technology Centre at our Warendorf plant is where we come up with new ways to use high-quality recycled materials. For example, we use alternative production technologies such as thermoplastic foam injection moulding. To ensure a comprehensive development of components made from or using recycled materials, we also engage in intensive dialogue with plastics suppliers, suppliers and providers of recycled raw materials and technologies.

In a number of pilot projects, we are testing the use of recycled plastics such as polypropylene (PP) and acrylonitrile butadiene styrene (ABS). For example, we are investigating the use of PP for a new colour range for the Guard vacuum cleaner series. The main criteria for using this material are mechanical stability as well as colour and surface quality. Analyses have furthermore shown that plastic taken from used washing machines can be reused in a new washing machine or another appliance. We are now benefiting from the fact that we have placed great emphasis on quality and durability for decades. The higher the quality of the original plastic, the easier it is to recycle and the more durable the resulting recycled material will be.

For more examples of Miele appliances that already contain recycled materials, please see the › Products chapter.

Packaging: Focus on durability and recyclability

The packaging used in the shipping of Miele's domestic appliances must be sturdy enough to withstand the weight of the products and ensure they are adequately protected. We are looking to expand the use of robust, paper fibre-based alternatives and thus reduce the use of plastics. During the reporting period, we succeeded in improving the recyclability of some packaging by replacing expanded polystyrene (EPS) with paper fibre alternatives. These are used in the packaging of vacuum cleaners in particular. By the end of the reporting period, 99 percent of packaging for vacuum cleaners placed on the market were free of EPS.

Miele has also defined a minimum percentage for post-consumer recycled (PCR) material in packaging film: The plan is for recycled materials to make up at least 30 percent of the total in the future. This has already been achieved in the case of stretch wrap film used to package large appliances.

30 percent – this is the minimum share of recycled material in packaging film used by Miele.

Assessment, selection and procurement of innovative packaging materials

We want to position ourselves for the future with regard to resource-saving packaging and wrapping materials. For this reason, we continually monitor and evaluate new alternatives on the market, for example to replace conventional, plastic-based packaging materials like bubble wrap.

In order to assess such alternatives, we have developed our own evaluation model consisting of three pillars: effectiveness, perception and regulations. We take both qualitative and quantitative sustainability indicators into account. For bio-based packaging materials, we employ a quick check based on six sustainability indicators to determine if they meet our requirements.

One of the challenges in selecting new types of packaging materials is that bio-based plastics frequently fail to achieve the same technical performance and market availability as fossil-based materials. To ascertain if materials are suitable for our purposes, we use a laboratory testing procedure to assess innovative, more sustainable packaging materials. This involves analysing the mechanical, physical, biological and chemical properties that may impact the packaging material during transport. The aim is to identify the strengths and weaknesses of the material under various risk conditions, such as high humidity, and to determine its suitability for practical use.

Research and cooperation to promote the circular economy

Miele is significantly involved in projects that focus on promoting circularity. One of these projects is the WEEE-Harz project, which is funded by the German Federal Ministry of Research, Technology and Space. It explores how a sustainable circular economy for electrical appliances can be established in Germany's Harz region.

We are also involved in the 'Sustainable Lifecycle Engineering' project run by the 'it's OWL' innovation cluster. The purpose of this project is to develop a tool that will help companies make sustainable decisions when developing products and to systematically compare different approaches. The focus is on improvements in circular economy and the reduction of greenhouse gas (GHG) emissions. The project launched in summer 2023 and will run until spring 2026.

In the research project 'Digital Transformation of Circular Economy for Industrial Sustainability' (DiCES), we work with project partners from the fields of research and industry to implement a multidimensional circular economy system using Miele washing machines as an example. The goal here is to fully integrate the circular economy into the value creation process using a data-based system.

In the reporting period, Miele also supported the 'ZirkuPro' research project run by the Fraunhofer Institute for Mechatronic Systems Design IEM and other participants from the fields of science and industry. Between May 2022 and April 2025, a guide was developed to help companies develop recyclable products. The focus was on electronics as an essential component of many products.

In addition, Miele is working on circular economy solutions together with start-ups in the Impact Hub Berlin innovation network. In this context, the partners jointly held a workshop on how to achieve circularity in vacuum cleaners in 2023 and discussed concepts for modular appliances. Apart from Miele and the start-up companies, experts from the fields of design, engineering and the circular economy took part. Miele benefited from the know-how and creativity of the young team, while they in turn gained valuable insights into the challenges faced by companies.

Software for extended appliance life

One of the ways we promote the longevity of our products is through the application of networking solutions. The growing prevalence of software in domestic appliances offers the opportunity to improve functions over the long use phase of Miele appliances or to adapt them to new requirements. With the help of diagnostic tools, our service technicians can make software improvements not only to new devices, but also to those already in use.

Since 2023, we have also been providing our customers with remote support for networked Miele appliances. For example, in the event of a malfunction, the appliance status can be automatically recorded for service purposes with the customer's consent. The resulting fault analysis can help to solve the problem without the need for a visit from our technicians or at least a second visit.

For more information on IT-supported services, please see the › Social – Customers chapter.

Refurbished spare parts and appliances in use

Refurbishment can play an important role in conserving resources in our industry –from entire products to electronic components. The Smart Home Fault Analysis division refurbishes electronic components and supplies them as repaired spare parts for Miele's spare parts logistics system. In 2023, 9,247 components were processed, increasing to 12,011 in 2024. These components originate from returns and back deliveries from assembly plants and customer service. After a detailed defect analysis, we decide which electronic components are suitable for successful repair. One of the methods used in this refurbishment is the standardized series process originally applied in the manufacture of our own electronic components. Finally, we test the repaired components with the same level of thoroughness as we would a comparable new part. The Miele 'Refurbished Parts' programme offers customers the op-

portunity to purchase such electronic components at a reduced price. Customers in Germany, Greece, Italy, Austria and the Netherlands have also been able to opt for refurbished replacement parts since 2024 if they need to replace electronic components in a washing machine, dishwasher or coffee machine. This measure allows Miele to save natural resources, reduce GHG emissions and cut repair costs thanks to the detailed prior defect analysis. This also extends the devices' service life, preventing them from having to be replaced due to a malfunction.

> In 2024, Miele refurbished **12,011** electronic components as spare parts for its spare parts logistics system.

In a pilot project in the Netherlands, we are exploring ways to reuse refurbished appliances. In a rigorous process, trained specialists check each device, repair any defective components and perform software updates. Having undergone a thorough inspection and refurbishment, the washing machines are sold with a 'refurbished' label as a more affordable and lower-impact alternative to new appliances. Since 2022, the Dutch sales company has increased the number of refurbished washing machines to around 600.

Recycling of end-of-life appliances and packaging

Miele is committed to promoting the ecologically compatible recycling of materials throughout the entire disposal chain and curbing the illegal trade in waste electrical equipment worldwide. Internationally, we work with collection systems and producer responsibility organisations to organise the return of end-of-life appliances, batteries and packaging. These are organisations that handle products and packaging at the end of their life cycle on behalf of manufacturers. Miele retailers are also important partners in the return of appliances and, at the customer's request, will take away end-of-life appliances when a new product is installed so that they can be professionally treated and recycled.

In Germany, the return and recycling of waste electrical and electronic equipment is coordinated primarily by the stiftung elektro-altgeräte register (stiftung ear). The total take-back obligation of manufacturers in the various appliance categories or collection groups at municipal collection points is calculated based on the quantities brought into circulation. In 2024, Miele took back more than 9,300 tonnes of end-of-life appliances in the relevant categories across Germany on instructions from stiftung ear. The quantities that

have been taken back and disposed of by manufacturers via stiftung ear have continued to rise sharply over the past few years, from just under 86,700 collections in 2023 to over 89,600 in 2024. Reasons for the increase include the growing popularity of battery-powered appliances and the increased private disposal of end-of-life appliances, which is partly due to rapid technological progress.

We are also committed to the further development and harmonisation of disposal standards. Miele was involved in the development of the EN 50614:2020 standard, which was published in 2020. The standard defines uniform requirements for the preparation of waste electrical and electronic equipment for reuse. This is intended to ensure that it is still possible to reuse suitable appliances that or their components, even under the waste management scheme itself. During the reporting period, Miele was involved in the revision of the German standard DIN EN 50625-2-3 on requirements for the treatment of heat exchangers (and the associated CLC/TS DIN 50625-3-4).

In Germany, Miele has transport packaging materials collected and properly disposed of by a waste disposal service provider. Sales and outer packaging that customers discard as waste is collected from households in Germany via the Dual System and sent for sorting and recycling. Miele consults with waste management companies and recycling and environmental technology engineering companies to identify potential ways to improve the recyclability of its packaging.

Ultimately, we also aim to raise awareness among our customers that the responsible handling of end-of-life appliances, used batteries and packaging can make an important contribution to protecting the environment and promoting the circular economy. That is why we provide information on how to dispose of these items properly in the operating instructions for the appliances and on the Miele website.

Social

Employees

As a family-owned company, treating each other with respect and appreciation has been particularly important to us since the company was founded. Our corporate culture has always been strongly employee-focused. Today, 23,500 employees worldwide contribute to Miele's success with their skills, strengths and commitment.

Our strategic approach

Our human resources (HR) strategy focuses on the topics of skills and personnel development, equal treatment and diversity as well as social security benefits and occupational health and safety. In doing so, we strive to be an attractive, fair and progressive employer that offers secure jobs and focuses on the individual needs of its employees. Our goal is to create a working environment that is inclusive, diverse and innovative, where all employees can develop personally and professionally. That is why we attach great importance to equal opportunities, equal pay for equal performance, the targeted promotion of junior staff and a good work-life balance. Health and safety in the workplace and co-determination are as important to us as maintaining an open social dialogue. Consistently adhering to international labour law and ethical standards, protecting against discrimination and rejecting child and forced labour form the foundation for achieving our goals.

Company philosophy and principles

Miele's company philosophy includes firmly established principles, for example in the areas of quality and product safety, environmental protection, energy management, employee and customer focus and respect for human rights. These principles apply to all employees at Miele and are therefore communicated to them at the start of their employment.

Employees worldwide are obliged to behave in a law-abiding manner at all times and to comply with internal policies as well as the company's own social and ethical standards. The Miele Code of Conduct was adopted in 2008 to reflect this commitment. The Code, which can be accessed on the intranet, contains provisions on respecting human rights, preventing corruption, observing competition and antitrust law and compliance. It was last reviewed and updated in 2020. Another update is planned for 2026. We aim to ensure that all employees are familiar with the content of the Code of Conduct by offering a dedicated training module. For more information on this topic, please see the > Governance – Business conduct chapter.

All production plants are certified in accordance with the international SA8000 social accountability standard. The standard includes the requirement to observe decent working conditions, guarantee freedom of association and the prohibition on child labour and discrimination. An external service provider conducts an audit to monitor compliance with the standard twice a year. The plants are recertified every three years, most recently in 2023.

Miele aims to raise awareness across the company of the potential that diverse life and professional experiences, perspectives and values have to offer. The general works agreement on the General Act on Equal Treatment (AGG) provides the framework for promoting diversity and equal opportunities and for taking action against discrimination. An online training programme is used to provide managers and HR staff with training on the AGG. Since the programme was introduced, a total of 1,796 employees have completed the training (244 during the reporting period). Our company philosophy and Code of Conduct also cover diversity and equal opportunities.

Our commitment to respecting human rights
Respect for human rights is an integral part of our corporate culture and our day-to-day activities.

We are committed to fair working conditions, equal treatment and equal opportunities. We firmly reject discrimination, forced and child labour and any form of harassment. We are committed to complying with social standards, strengthening human rights and preventing human rights violations, and we expect the same from our business partners. Our stance on respect for human rights is based on internationally recognised standards such as the Universal Declaration of Human Rights, the core labour standards of the International Labour Organisation (ILO) and the United Nations Guiding Principles on Business and Human Rights (UNGPs). We are also committed to the principles of the UN Global Compact. Our stance in this regard is backed up by the SA8000 certification and the signing of the Diversity Charter in 2012. 100 percent of Miele production plants were assessed in 2024 regarding their impact on human rights risks.

Careful handling of complaints and reports
All Miele employees in Germany can contact the complaints office, which acts as the initial point of contact for any cases of suspected discrimination. To this end, a separate office has been set up at each site in Germany, which is staffed by at least one woman and one man. All complaints are handled in

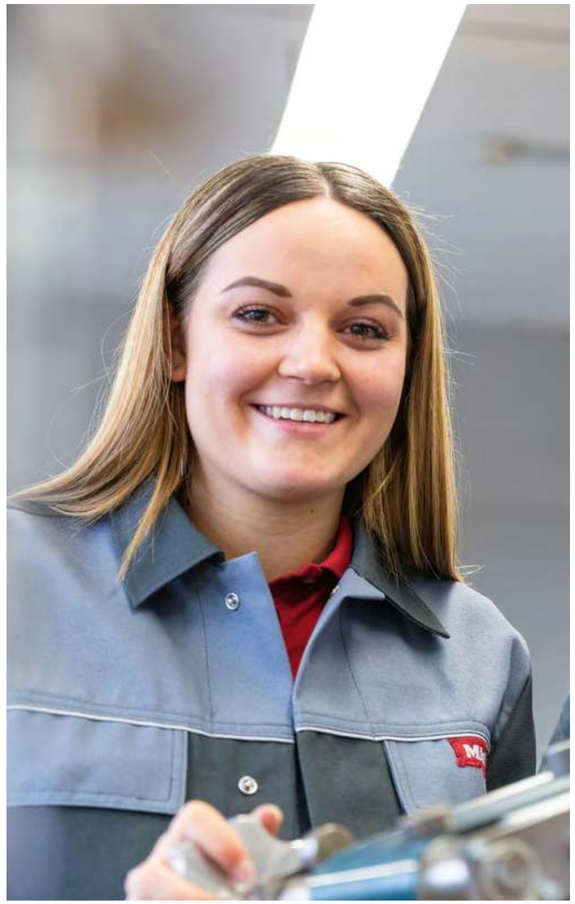
confidence. The complaints office will examine the matter within one month where possible. All employees can find information on how to contact the complaints office on the intranet and on notice boards. During the reporting period, the Gütersloh site received a total of eight complaints in relation to the AGG. In these cases, we took remedial action and offered further support to those affected. Similar systems are in place at our international sites.

In addition, Miele employees, business partners or other third parties may contact an external ombudsperson if they have evidence that laws are being violated within the company's sphere of influence. All employees worldwide are informed about the ombudsperson and how to contact them at the start of their employment. Suppliers in Germany also receive this information at the start of their cooperation with Miele. Suspicions are passed on to the central auditing department for evaluation and review, anonymously if requested.

Miele has furthermore set up a complaints procedure in accordance with Section 8 of the German Supply Chain Due Diligence Act (LkSG). For more information, please see the › Social – Supply chain chapter.

Our employer brand: the basis for successful cooperation

We have further developed Miele's employer brand in order to give potential employees an authentic impression of what it is like to work for Miele and to encourage them to apply for a position with us. The Miele employer brand is a central component of the company's HR strategy and reflects the company's values and workplace culture. It enhances its appeal as an employer of choice for highly qualified young professionals, creating favourable conditions for a long-term, mutually beneficial working relationship. Apart from technical profiles, IT and digitalisation specialists are increasingly in demand on the employment market. We advertise specifically for these talents via online ads and social media. We also focus on partnerships with universities in order to attract young talents.



Systematic personnel development
New hires complete a systematic process based on a globally standardised procedure even before they start their new job. The objective is to guide different individuals towards the personal development path that is most suited to them.

HR development at Miele has an international focus. Succession management, for example, follows a uniform, IT-supported process throughout the company, which allows us to maintain an overall view of all management positions and plan optimal succession solutions for certain individuals or positions early on.

50 percent of new appointments to management positions came from within the company's own workforce in 2024 (2023: 48 percent).

Continuing professional development alongside employment is of particular strategic significance to the company. To remain competitive in the field of innovation, we need to provide targeted support for employees to reach their full potential. Key development programmes for talented professionals and to provide training for managers are increasingly being expanded internationally. In addition to specific job requirements, Miele takes into account employees' individual skills and aptitudes. Miele focuses on the following when promoting its employees:

- Systematic further training and advancement of skilled personnel and managers from within the company
- Ongoing expansion of the international talent management process
- Targeted HR development measures for specific target groups
- Ensuring internal knowledge management and employee networking
- Standardisation of learning processes across all locations

Our concepts for health and safety in the workplace
Caring for the health of its employees is a core component of corporate responsibility at Miele. As a family-owned company, Miele attaches great importance to ensuring a healthy and safe working environment that supports the physical and mental well-being of its employees and ensures that they can perform at their best for a long time to come. It is for this reason that we operate a comprehensive occupational health management programme.

The occupational health management programme takes a holistic, systematic approach and is based on a company agreement. It includes preventive measures, ergonomic workplace design, psychosocial support and measures to promote health, such as exercise and nutrition, digital services and a company health insurance fund. At each site in Germany, a designated person coordinates the occupational health management programme, supported by regular dialogue between the different locations. Miele also operates an occupational integration management programme at all German locations (factories, sales and service centres). This is intended to make it easier for employees who have suffered from lengthy periods of illness to return to their jobs. A company medical service has been in place in Gütersloh since 1973. At other locations, contract doctors provide medical care, including for temporary workers.

In addition to promoting the health of its employees, as an employer Miele is also responsible for ensuring their safety in the workplace. To this end, all Miele plants worldwide have been certified in line with the internationally recognised occupational health and safety management system DIN EN ISO 45001. During the reporting period, nine specialists at the Gütersloh and Bielefeld plants worked exclusively in

the area of occupational health and safety. In addition, there are 83 employees at all other sites who, on top of their role-specific tasks, also act as safety officers. They advise those responsible on such matters as the planning and realisation of plant systems or when workstations are being designed.

The management of work-related accidents was fully digitalised throughout the company during the reporting period. Risk assessments and emergency measures were also updated as part of this process.

All regulations relating to occupational health and safety also apply to workers who are not employed by Miele but whose work or workplace is controlled by Miele. The Miele management system ensures that occupational health and safety is monitored and continuously improved. A risk assessment of the health and safety of employees has been carried out at 100 percent of all Miele production plants.

Cooperation with employee representatives
Miele has been working closely and trustingly with workers' representatives for decades. The Executive Board promptly provides them with extensive information concerning all relevant decisions, developments and processes. The cooperation is based on collective agreements with IG Metall in Germany, PRO-GE in Austria and KOVO in the Czech Republic. The plant in Brașov, Romania, is subject to a collective labour agreement governing fundamental matters and the organisation and structure of employment relationships. This means that all employees at Miele sites in Germany, Austria, Romania and the Czech Republic are covered by collective agreements. The interests of temporary workers at the German locations are covered by the collective agreements of the relevant personnel service providers.

Works councils are active in Germany and also in other European countries. The Chinese plant in Dongguan has an employee representative body which is in regular contact with the HR department. Even in smaller sales subsidiaries without formalised committees, such as those in Poland and Ireland, there is direct dialogue between employees and management.

Application of collective agreements
The collective bargaining agreements for the metal and electrical industry in the German federal states of North Rhine-Westphalia and Lower Saxony govern all working conditions at Miele & Cie. KG, Imperial-Werke OHG and Miele Vertriebsgesellschaft Deutschland KG sites that are subject to collective

bargaining agreements. This includes such topics as working hours (35-hour week, part-time models, flexitime), remunderation, holiday entitlement (30 days), notice periods, leave for special events and the rights and responsibilities of trainees. Although the collective agreements do not contain any specific terms relating to diversity, discrimination and harassment, their provisions, particularly those concerning personal issues such as childcare or caring for relatives, aim to ensure fair treatment for all employees and thus have an implicit bearing on equal treatment.

The collective agreements also cover important career development tools: they include target agreements to promote performance and development, regulations on further training, classification and career advancement mechanisms in the framework agreement on remuneration (ERA) and measures for hiring and training apprentices. They systematically support personal career development and professional training, especially during times of change. In a company-wide agreement concluded as early as 2007, Miele also undertook to only enter into contracts for temporary work in Germany with service providers that have concluded a collective wage agreement.

Our approach to pay equity
It is part of Miele's philosophy to offer all employees a level of pay that is appropriate for the region they work in and, in any event, sufficient to secure their livelihood. This is based on collective wage and company agreements. Remuneration also includes a range of discretionary benefits. In keeping with the founders' philosophy, these benefits are paid consistently irrespective of the current economic climate.

Miele is committed to ensuring equal pay for work of equal value, regardless of gender. In Germany, the classification and assessment of variable remuneration components for companies covered by collective agreements are based on the respective ERA (framework remuneration agreement) for the metal and electrical industry in North Rhine-Westphalia and Lower Saxony. They are based on the task and the performance achieved, without taking gender or other irrelevant criteria into consideration. We pursue similar approaches at our international production plants to ensure fair pay. Nevertheless, varying job profiles, career opportunities and prior qualifications can lead to gender-specific salary differences ('gender pay gaps'). In order to identify and close these persistent wage gaps, work is currently under way on a 'job architecture'. This includes a systematic framework that structures and classifies all positions within a company according to content and hierarchy in order to enable comparisons between similar jobs worldwide and to stimulate additional HR processes.

Regular employee surveys

To find out how satisfied our employees are with their workplace and how strongly they identify with Miele, we conduct employee surveys at centralised and decentralised levels. The last global survey of all employees was conducted in 2021. It yielded above-average approval ratings for loyalty to the company and the commitment of our employees. The next global survey is scheduled for 2026. In addition, many national companies regularly conduct their own pulse surveys to ascertain job satisfaction levels and employees' opinions on a range of topics, including health and diversity. Examples of this include the 'Equality and Discrimination Survey' in the Nordic countries and the 'Diversity Survey' at our 'Miele X' digital hub in Amsterdam.

Our organisational structure

The central HR department based in Gütersloh is responsible for training, qualification and talent management as well as personnel administration. In Germany, it is responsible for identifying and hiring suitable applicants. The sales subsidiaries employ their own HR managers or have set up their own departments.

The central HR department coordinates its activities regularly with the individual departments, local HR departments, the management of the sales subsidiaries and the works council. The Head of the central HR department reports directly to the Executive Director of HR and Corporate Affairs and is responsible for the HR departments at the German sites and the sales subsidiaries outside Germany. They do so in close coordination with the local employees in charge of HR, who are responsible for local personnel planning and recruiting. However, the heads of the sales subsidiaries and plants are recruited directly by the central HR department.

Our actions

The concepts outlined above have been implemented using a range of different actions, insofar as they are not directly effective. The most important of these are summarised below.

Promotion of women

Promoting women's career development is an integral, specific part of Miele's corporate strategy. Accordingly, it is also a particular area of focus in terms of the company's diversity measures.

24.9 percent of global management positions at Miele were held by women at the end of 2024. It is the declared objective of our personnel policy to increase this quota further. To achieve this, high-potential female candidates are specifically supported and encouraged to set ambitious professional goals as well as to keep pursuing these goals after having children, if they choose to do so. Miele helps them to achieve a healthy work-life balance. Worldwide, women accounted for 29.5 percent of the staff at Miele as of 31 December 2024.

All employees with strong potential at Miele in Germany – regardless of gender – can take part in an external mentoring programme in addition to the internal mentoring programme run by an experienced Miele manager or specialist. This offer via the 'Cross Mentoring OWL' network is currently predominantly used by women. Since 2007, more than 40 female employees have actively participated in the network as mentors or mentees, seven of them during the reporting period. In addition, regular dialogue and networking events are held for women, such as the 'Ingenieurinnentreff' (female engineers get-together).

Networks and communities for diversity and inclusion

Miele supports a range of networks that aim to give a voice to employees from diverse backgrounds and walks of life. The networks create targeted exchange formats to help share different perspectives and develop solutions collectively.

- **Parents@Work:** Launched within Miele in 2024, this network initiative aims to help employees in better balancing family and career. The initiative provides parents with a safe space in which to engage in open dialogue, regardless of their children's age.
- **Representative body for severely disabled persons:** a key element in promoting the inclusion of employees with disabilities in Germany is the

close cooperation with the disabled employees' representatives at Miele. This committee is committed to the interests of employees with physical, mental, or psychological disabilities and is regularly involved in events.

- **Queer & Mie:** Employees who identify with the queer community or who wish to show their support as allies initially met informally in 2017 as part of the LGBTIQ+ network 'Queer & Mie'. The network has been officially active since 2022 and now has its own web page on the company's intranet. In addition to campaigns to promote pride (awareness, respect and solidarity) at Miele, the network has since been meeting regularly to exchange ideas.

- **Diversity, Equity, Inclusion & Belonging (DEIB) Ambassadors:** In 2024, Miele launched the global network of DEIB Ambassadors. The initiative aims to connect like-minded employees worldwide who are passionate about diversity and inclusion. The community provides a space for dialogue and information on new DEIB measures, as well as the opportunity to participate in projects. Its meetings are designed to encourage reflection and empower participants to actively promote a diverse and inclusive culture at Miele. Over 140 employees from various countries are already part of the network.

- **Awareness Days:** Miele regularly organises campaign days that focus specifically on diversity, equity and inclusion. Workshops addressing the topic of unconscious bias were held during Pride Month 2024. To coincide with International Women's Day, we organised a series of 'Female Pioneers Sessions', under the motto 'Inspire Inclusion'. One of the highlights of 2023 was the 'Diversity & Inclusion Days'. The aim was to highlight the personal and professional enrichment that diversity can bring and to encourage dialogue between employees. In addition to generational differences and the role of key figures in diversity, equity and inclusion at Miele, the topics of discussion also included empathy as the key to inclusive behaviour and the importance of individual personalities and teamwork, as well as the company's best practices.

Work-life balance
We want our employees to enjoy working at Miele. To achieve this, we aim to reduce the family burdens they face, for example due to care responsibilities and make their working hours more flexible.

At its headquarters in Gütersloh, Miele operates its own daycare centre with long opening hours to make time management easier for parents. The daycare centre places particular emphasis on early childhood education in the natural sciences and technology and was certified as a 'Haus der kleinen Forscher' (house of little researchers) for the second time in 2023. We also offer emergency childcare, a summer holiday programme and workshops on family topics. Additional daycare places, albeit external ones, are available to parents working at the Bielefeld site.

Miele enables its employees to organise their workload flexibly according to their personal needs by offering options such as working from home, mobile working and a range of working time models. For limited stays, the company provides fully equipped accommodation at the Gütersloh site, for example for international employees or students as well as young employees on internships.

In the 2023 business year, the share of employees working part-time in Germany was 7.8 percent, while in 2024, this figure stood at 8.3 percent. We also offer older employees flexible shift systems and partial retirement. Miele's international plants also provide flexible working hour models. Employees in Germany may take advantage of flexitime, provided there are no production-related reasons or other urgent considerations to the contrary. In the 2024 business year, this figure was 58.7 percent.

Further professional development and promoting young talent
Miele offers young people several opportunities to enter one of more than 25 apprenticeships, dual study courses and special programmes. These range from taster internships for school pupils right up to programmes for PhD students. It enables them to acquire basic vocational training.

We work with local schools and universities to raise awareness among potential junior staff of the wide range of attractive career opportunities within the company. A careers page designed with this target group in mind is also designed to make it easier for school pupils and their parents to make initial contact with the company. We are also involved in Girls' and Boys' Day and a wide range of school careers guidance events.

Talent management: succession for key positions
Miele employees regularly undergo a global talent management process which includes identifying potential successors for key positions. A central element of the process is the definition of a possible next career step, based on individual potential and the strategic needs of the company. Participants are responsible for drawing up an individual, twelve-month development plan with their manager. It contains clearly formulated development goals as well as specific measures for skills and personal development. Implementation is regularly reviewed in an ongoing dialogue between the participants and managers and adjusted if necessary.

Training opportunities on Learning@Miele
Employees have access to a wide range of training programmes via the Learning@Miele learning management system. The platform is available to all Miele units worldwide and includes all internal Miele training courses: from mandatory e-learning modules and training on current topics to comprehensive learning paths for more extensive development topics.

During the reporting period, our training covered the following areas: change, leadership, foreign languages, digitalisation and data. Internal statistics have shown that the programmes are used intensively by employees. When surveyed, the participants also gave a very positive rating: The average satisfaction score was 5.3 out of a possible 6 points. 94 percent of those surveyed stated that they would recommend Miele's training measures to others.

In addition, Miele uses buddy programmes and the mentoring programmes outlined above to develop skills together with experienced employees. In the process, co-workers support the personal and professional development of their mentees while also passing on company-specific expertise.

The programmes are supplemented by offerings in Open Continuing Education (OWB) and Personal Vocational Training (PWB). OWB events are organised and initiated by the employees themselves in line with their own personal interests, take place during their free time and are financed by Miele. Within the scope of the PWB, Miele provides financial support for recognised professional training and study programmes and grants employees time off for examination days. During the reporting period, 87 applications for funding were submitted and 78 employees successfully completed their training.

2024: Just under
2.5 million euros
of savings thanks to internal improvement suggestions.

Suggestions for improvement through idea management
Our technological progress is the result of the work of many intelligent people. Since 1951, we have been collecting, utilising and rewarding our employees' ideas as part of our ideas management system – something we continue to do successfully today. In the reporting period, our employees submitted 3,382 (2023) and 2,896 (2024) suggestions for improvement. By implementing the suggestions, we were able to achieve total savings of around 2.2 million euros in 2023 and roughly 2.5 million euros in 2024.[1)]

Promoting occupational safety
Safety officers at Miele participate in training courses on safety topics such as hazardous substances and noise four times a year. Extensive checklists are also available for daily work activities. Meetings to discuss safety are held regularly at all plants. Inspections of all departments are designed to ensure that the planned measures are implemented with due care. Approximately 20 to 25 inspections per year are conducted in Gütersloh alone. There is an occupational health and safety committee at each plant that meets on site or virtually four times a year. Around 4 percent of the workforce attends these meetings. In addition, regular training courses are offered to raise awareness of safety in the workplace among all employees. Changes to safety measures are communicated by way of instructions and notices. Hazards may be reported to the team directly.

1) Based on plants in Germany, excluding Imperial-Werke in Bünde and Arnsberg.

Programmes to promote good health
Miele takes a holistic approach to promoting the health and well-being of its employees.

We attach particular importance to addressing specific groups in our activities in this regard: for example, our 'Azubi Fit' programme, which is aimed specifically at our apprentices to encourage them to maintain a healthy lifestyle.

Additional offers for employees of all ages are available at our sites in Germany. These include digital formats on such topics as physical exercise, nutrition and stress management as well as site-specific, in-person sports and exercise programmes. For example, the Arnsberg and Bünde sites offer their employees the opportunity to participate in a variety of sports programmes in the local area, in collaboration with an external provider.

The topic of mental health has also become increasingly relevant in recent years. Miele is responding to this increased demand by offering workshops, information events and other forms of support designed to support the mental health of its employees. The range is being continuously expanded.

All of our sites in Germany also organise regular health screenings, which are carried out by the company health insurance fund or certified partners.

Support in various life situations
Miele has been supporting employees at its sites in Germany by providing a wide range of counselling services to help them navigate various life situations since early 2014. Qualified experts are available for each topic, such as childcare or caring for relatives. Within the scope of psychosocial counselling at the Gütersloh, Bielefeld and Oelde sites, employees can also seek personal and confidential advice, for example in the event of conflicts in the workplace, personal challenges, or financial concerns. In addition, a crisis hotline is also available around the clock throughout Germany for acute emergencies.

Cross-locations exchange on health management
Our sites in Germany work closely together to further develop our joint initiatives. One example of this is the Digital Health Week, which was held for the first time in 2023 and involved all German plants. The main topics were mental health, sleep, exercise, back health and nutrition. During Health Week in 2024, we presented a series of topics entitled 'Healthy living and working in the second half of life'. More than 200 Miele employees took part in the Germany-wide programme.

Managers have a key role to play in occupational health management. They are specifically prepared to carry out this role by means of mandatory training programmes.

Supply chain

Miele is an internationally operating company. We are aware of our responsibility towards the workers in our supply chains[1] as well as towards the environment and society. That is why we are committed to adhering to social and environmental standards, strengthening human rights and preventing human rights violations. Our production relies on the services of many suppliers and business partners. We also expect our suppliers to adhere to high standards, which we monitor through our supplier management system.

Our strategic approach

Miele is committed to complying with nationally and internationally recognised guidelines and principles in respect of social and environmental aspects along the entire supply chain and to continuously improving its performance in this area. In Germany, the requirements of the Supply Chain Due Diligence Act (LkSG) are decisive for us. We also go beyond these legal requirements by being certified in accordance with the SA8000 standard for social accountability and undergoing related external audits twice a year. The aim is to identify, assess and effectively minimise risks at an early stage. Effective risk management, systematic supplier management and our Supplier Code of Conduct (SCoC) are crucial in this regard. We endeavour to establish long-term business relationships founded on a fair, trust-based and cooperative partnership.

Our risk management

We require a wide variety of raw materials to manufacture our products and provide our services. It is our responsibility to carefully consider the origin of these materials and to thoroughly examine the risks associated with their extraction and procurement.

Miele has implemented a sustainability-related risk management system that meets the requirements of the LkSG. At least once a year and additionally as needed, we conduct a risk analysis to identify, assess and prioritise human rights and environmental risks along the supply chain. In this context, we focus on our own business operations as well as our direct suppliers. The analysis follows a risk-based approach, enabling us to focus on particularly relevant risk areas. Suppliers are classified using a tool-based system according to country[2] and product group risk. We supplement this risk information with media screening[3] for the main suppliers.

Given our supplier structures, it is not possible to completely rule out the possibility of certain human rights risks, including forced labour, child labour, discrimination, restrictions on freedom of association and unsafe or exploitative working conditions. Miele has drawn on independent bodies to analyse these risk areas at its suppliers since 2004 and officially since 2008 within the scope of its existing SA8000 certification. Corresponding due diligence obligations are also contractually agreed with suppliers by means of the SCoC.

We use the results of our risk analyses to develop and implement suitable preventive and remedial measures. Suppliers must prevent, end, or minimise the extent of imminent or actual violations of human rights or environmental obligations. Defined escalation mechanisms take effect in the event of serious risks or breaches of duty. Please see the > Our escalation process for violations section for further details.

1) In this chapter, we use the term supply chain to refer to the upstream value chain.

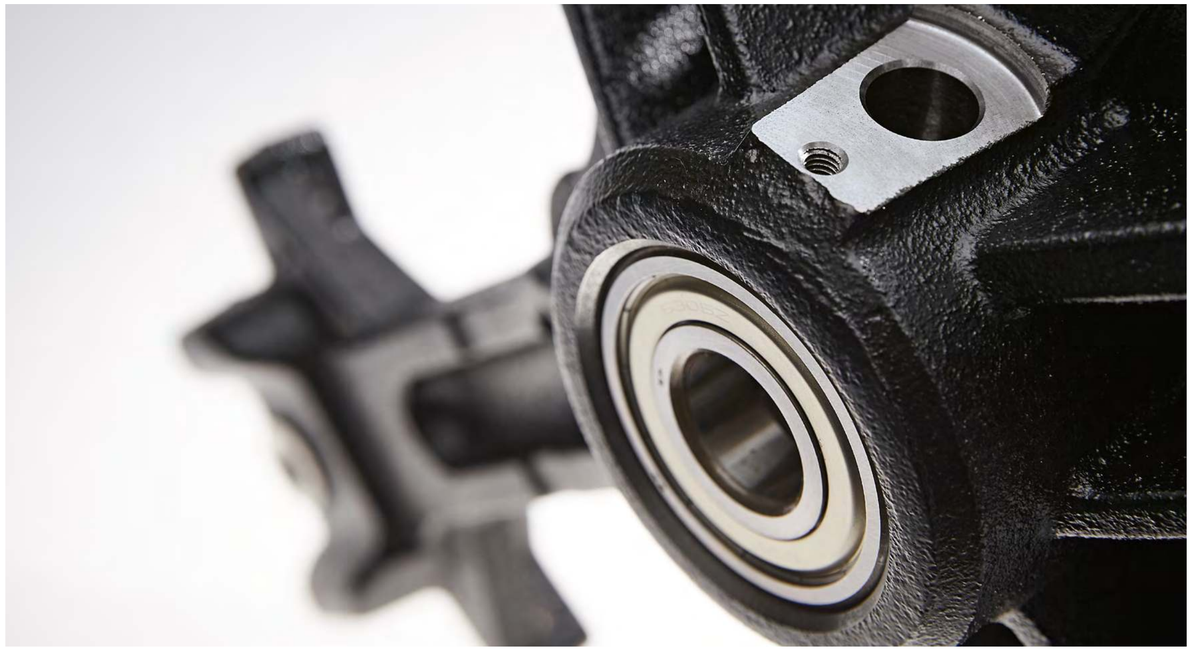
2) Country risk is determined using a range of publicly available and internationally recognised indices and is classified as no risk, low risk, mid risk, high risk and critical risk. This index-based risk classification takes into account the risk areas of child and forced labour, extending them further by including LkSG criteria. From a higher-level perspective, this allows a guideline value to be issued for sustainability risk in any given country.

3) During media screening, the criteria of child labour and forced labour are also weighted more heavily and have a correspondingly more negative impact on the human rights risk rating if a supplier attracts media attention in these areas.

We regularly review the risk analysis process that has been put in place and adapt it to new regulatory requirements.

Our supplier management
We prefer to work with our suppliers on a long-term basis because long-term partnerships are a crucial factor in the quality of Miele products and services. In addition, strong relationships with suppliers based on trust and a thorough understanding of their sites and working practices can help to improve the social and environmental aspects of the supply chain.

Miele's supplier management is based on material sustainability criteria and is continuously adjusted to changing circumstances. Miele uses a comprehensive management system to control the selection of new suppliers and review existing suppliers. After registration, a short audit is conducted on site. This is followed by the selection. Initially, the suppliers' performance and delivery capacity are the crucial factors when it comes to awarding contracts. In addition to criteria such as technical equipment, standardised stable processes and quality and cost specifications, Miele's purchasing department ensures that new suppliers meet the social standards defined by Miele (aligned with SA8000) and defined sustainability criteria, such as environmental management and climate action, as well as compliance and anti-corruption. Miele supports its purchasers and plants in assessing new suppliers through International Purchasing Offices (IPO) in Asia and Eastern Europe. The audits conducted by Miele are based on the SA8000 criteria and the company's own sustainability requirements as set out in our SCoC. More employees were trained to carry out these audits during the reporting period: In 2024, for example, there were 14 auditors in Germany and seven in China.



Process audits are carried out for all suppliers who provide materials for a product series to ensure their performance and delivery capacity. These audits take place both before production starts and while it is ongoing. Sustainability criteria are also reviewed as part of these process audits. As of 31 December 2024, Miele had 133 trained and active process auditors, who conducted 76 internal and external audits in 2024.

In the event of deviations in process quality or sustainability standards, we work with the supplier to find solutions. If an improvement cannot be demonstrated, we block the potential supplier for Miele. New suppliers are also subject to random audits even after they have been accepted.

Supplier Code of Conduct requirements
We require all our suppliers to operate in accordance with applicable laws, as well as the fundamental principles of ethical business conduct. We inform suppliers about our expectations and standards in our SCoC, which can be accessed on the Miele website. We require them to either accept the Supplier Code of Conduct or apply their own standard, provided it is at least equivalent.

Miele's SCoC covers four key topics: Human and labour rights, environmental protection, ethical business conduct and corporate integrity, as well as responsible supply chains and due diligence. By accepting our SCoC, our suppliers commit to respecting internationally recognised human rights and to complying with the fundamental labour rights set out in applicable national laws, the labour standards established by the International Labour Organisation (ILO) and the SA8000 standard. In addition, they must agree to help minimise and eliminate potential adverse effects.

Our principles and expectations as set out in the SCoC include, among other things, the prohibition on forced and child labour and the right to freely chosen employment, as well as the rights to freedom of association and collective bargaining and prohibition on discrimination. They also address the promotion of occupational health and safety, protection of livelihoods, climate protection, circular economy and product safety issues, as well as a prohibition on corruption and bribery, fair competition, data protection and information security. The SCoC also addresses compliance with applicable national and international conventions, regulations, directives and laws relating to conflict materials and high-risk raw materials.

For Miele, preventing corruption and ensuring legally compliant business conduct are particularly important economic sustainability criteria and are therefore also part of the SCoC. Miele is committed to complying with United Nations (UN) conventions and adhering to guidelines such as the UN Global Compact. We moreover support the anti-corruption guidelines of the Organisation for Economic Co-operation and Development (OECD) and all relevant anti-corruption laws. We also expect our suppliers to take a clear stance against all forms of corruption, bribery, facilitation payments, theft, embezzlement, fraud and extortion. The same applies to illegal payments or the granting of other benefits to individuals, companies, customers, public officials or other third parties with the aim of influencing decision-making processes.

Our suppliers must specify if they participate in international or industry-related compliance initiatives and if they take measures to prevent corruption, for example via an ombudsperson for employees. We also offer suppliers the opportunity to contact a designated ombudsperson.

Our actions

We implement a range of actions to address our impact on the supply chain and to fulfil our social and environmental due diligence obligations. The most important ones are summarised below.

Assessment of environmental and social standards

We have established a corresponding assessment process to check the extent to which environmental standards are being upheld in our supply chain. For example, Miele assesses its suppliers to determine if they have established an environmental management system, such as ISO 14001, and annually inquiries about the measures they have taken to mitigate potential negative environmental impacts.

The assessment of suppliers also takes into account how suppliers handle resources. The environmental requirements for materials and components are defined and tested in accordance with the relevant regulations. These include EU regulations such as the REACH Regulation on the Registration, Evaluation, Authorisation and Restriction of Chemicals, the RoHS Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment and the WEEE Directive on the disposal of waste electrical and electronic equipment.

German regulations such as the German Electrical and Electronic Equipment Act (ElektroG), the Hazardous Substances Ordinance (GefStoffV) and the Product Safety Act (ProdSG) also apply. We furthermore take company-specific requirements into account that go beyond the minimum statutory standards. To this end, Miele applies its own company standard, which restricts the use of certain substances in materials and components. Only when a supplier of manufacturing materials confirms compliance with this company standard will they receive the order.

Even though we require our direct suppliers to apply our strict requirements to their own suppliers through our SCoC, anomalies may still occur in the supply chains. If there is a reasonable suspicion of particular environmental or social risks in the raw materials chain, we carry out specific analyses relating to individual components and their various life cycle phases. However, in view of globalised procurement markets and complex supply chains, it is currently impossible to fully trace all materials.

Raising awareness of human rights standards in the supply chain

Miele ensures that employees in the purchasing department in particular are aware of and informed about the human rights requirements set out in the SA8000 social standard. SA8000 management representatives meet twice a year, and the Social Performance Team meets four times a year. A company-wide information portal for SA8000 is also in place. Since 2019, meetings have been held every six weeks with the central purchasing department to optimise procurement processes in line with ethical standards and to ensure that suppliers implement the SA8000 requirements, with due consideration given to country-specific circumstances. Miele regularly trains purchasing employees on SA8000 (2024 quota: 100 percent) and on the provisions of the Supplier Code of Conduct (2024 quota: 88 percent).

> 2024: **100 percent** of purchasing employees were trained on SA8000, 88 percent on the contents of the Supplier Code of Conduct.

Our reporting system for violations

Miele has established a complaints procedure in accordance with Section 8 of the LkSG if violations relating to environmental and human rights issues, such as child labour, forced labour and human trafficking, occur as a result of the company's own

business activities or those of a supplier. Our suppliers are instructed to inform their employees about the procedure. The complaints procedure allows individuals affected by potential violations of the SCoC, as well as other whistleblowers and external parties, to report them confidentially (and anonymously, if desired) via both internal and external channels.

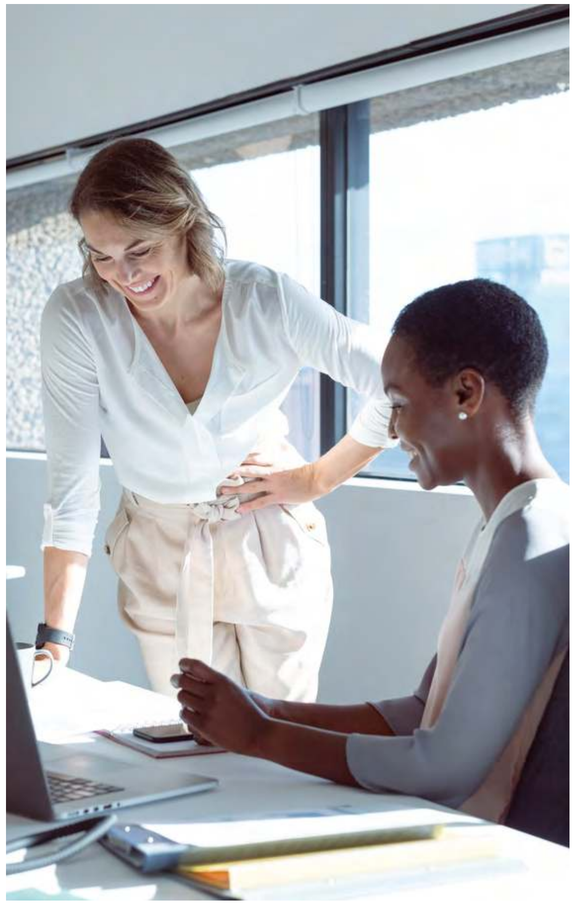
Complaints can be addressed to internal SA8000 contacts at the respective locations or to an external ombudsperson. As an independent and autonomous legal advisor, the ombudsperson is responsible for investigating reports of potential violations within the Miele Group's sphere of influence. They are impartial and do not take instruction from Miele on how to handle the matter. The ombudsperson is also bound to confidentiality. When investigating a matter, Miele assesses it from a legal perspective and determines appropriate measures to eliminate and prevent incorrect business practices; to this end, Miele may consult the ombudsperson as a trusted legal advisor. Measures may include, for example, taking appropriate civil action or involving a public authority. Even if no violations are found in a specific case, modifications to workflows and business processes as well as changes to organisational and behavioural regulations may be proposed. The whistleblower may contact the ombudsperson at any time to inquire about the status of the matter and will receive feedback on the follow-up measures three months after the ombudsperson has received the report. The ombudsperson will inform them of the outcome no later than the conclusion of the process within the limits of what is legally permissible.

We review the effectiveness of the complaints procedure annually and on an ad-hoc basis – for example, in the event of significant changes or increased risks in connection with new products, projects or a new business area in our own business operations or at a direct supplier.

Our escalation process for violations

Suspicions or evidence that a supplier may be violating the provisions of our SCoC trigger a multistage escalation process. This can lead to the supplier being delisted and blocked for the future. A supplier who is found to have irregularities may, depending on their subsequent progress, be able to continue working for Miele if they draw up an action plan in cooperation with Miele's purchasing and quality management departments and rectify the identified deviations in full within an agreed period of time. In the event of a particularly serious violation or if an identified violation persists despite remedial measures having been implemented, Miele may take further steps after the expiry of the agreed period. In such cases the cooperation may be suspended or ended altogether if there are no less severe measures at our disposal.

During the reporting period, there were irregularities at one supplier. We investigated the supplier in line with the escalation procedure, and it successfully implemented the jointly agreed remedial measures. There were no suspensions during the reporting period.



Customers

At Miele, we are dedicated to meeting and, if possible, exceeding customer expectations regarding product quality, safety and exceptional service. We also prioritise offering digital services that are highly beneficial, convenient and reliable.

Our strategic approach

We want our products and services to make a positive contribution to improving people's quality of life. All appliances, other products and services must meet the highest standards of utility, user convenience, innovation, design and sustainability. Product safety and data protection are fundamental at every stage. We are convinced that this will enable us to secure and consolidate the trust of our customers, employees, suppliers and other stakeholders in the long term.

Design according to customer requirements

We strive to launch products that are as easy and intuitive to use as possible. In line with the principle of 'universal design', Miele ensures specific performance characteristics (see the > Products chapter for more information). This means that the way customers operate our domestic and commercial appliances within a product category follows a uniform pattern. Our recognisable design language is also intended to help reduce complexity in day-to-day life: Different features allow us to cater to the requirements of different user groups. Miele designers collaborate with consumers, commercial users and organisations such as the German Federation for the Blind and Partially Sighted at an early stage of development.

Data protection and digital security

To foster trust in a connected world and protect ourselves from reputational and liability risks, we implement a large number of technical and organisational actions. We use encryption methods and work with external experts, including the German Federal Office for Information Security (BSI), to continuously update and improve our security architecture. We are also a member of the Alliance for Cyber Security and the advisory board of the CERT@VDE platform for coordinating IT security. For details on information security, please see the > Governance – Business conduct chapter.

Miele first drew up its data protection policy in 2018 and has regularly updated it since then. It serves as a Group-wide guideline for handling personal data responsibly. The policy is essentially based on the provisions of the EU General Data Protection Regulation (GDPR). Where stricter national data protection regulations must be complied with, these are also included in the policy. Based on the data protection policy and, where applicable, other regulatory requirements, Miele operates a centralised data protection management system. Our aim is to ensure that all personal customer and user data can be collected, stored, processed and used in a legally compliant manner. Each Miele company is responsible for implementing and operating the data protection management system within its organisation. In this way, we aim to achieve a uniform level of data protection across the Group.

Strengthening product safety and functionality

In a cross-interface process, the Corporate Regulatory Affairs division, Design and Development departments and Quality Management work closely together on safety and functionality issues. As a general rule, all our products are comprehensively tested by us for health and safety risks to consumers. Compliance with product safety aspects is also examined and certified by independent testing and certification bodies such as VDE, DEKRA or TÜV.

In every country where Miele appliances are available, a local service organisation helps our customers resolve malfunctions. These are frequently our own

technicians with specially equipped service vehicles – approximately 1,760 worldwide and around 450 in Germany. In 2024, they resolved around 83 percent of service cases globally and 87 percent in Germany on the first visit. We also rely on the support of artificial intelligence (AI) in the customer service area.

> In 2024, our technicians resolved around **83 percent** of service cases worldwide on their first visit.

The Smart Home department has implemented its own update policy. It regulates the provision of software updates throughout the company and has been in force since 2024. The policy defines clear responsibilities and is regularly reviewed and updated. It sets out bindingly which digital product components are to be provided with security-related and function-maintaining updates over what period of time. Miele guarantees at least ten years of updates for digital product core functions, i.e. those that are essential for the full use of an appliance. For additional services that complement the core function of domestic appliances, the update obligation applies at least during the availability period. One example is the Smart Food ID camera feature in ovens: It recognises different foods and dishes and adjusts the function parameters accordingly. Hardware and software are designed to enable updates throughout the specified periods.

Complaints channels for consumers
Customers can contact us with complaints or suggestions via the Miele website or the Miele Contact Centre. We handle their comments with the utmost attention using a structured complaints management process.

Our actions

We work in a variety of areas to gain a precise understanding of our customers' needs and to be able to offer them ever better solutions. The most important actions are summarised below.

Focus on consumption figures
In many countries, our customers are showing increasing interest in ecological sustainability, particularly with regard to energy and water consumption of appliances. Efficiency ratings for electricity, water and gas have become a key purchasing factor, as reflected in dealer feedback and customer enquiries. To meet these information needs, we inform our customers transparently about the measures we are taking to reduce consumption.

Miele uses a variety of channels to communicate with customers. These include information on the product (EU energy consumption label), operating instructions, product brochures and consultations with dealers and in showrooms as well as presentations at trade fairs. Corporate communications and the company website address sustainability aspects, too. The Miele app also offers a wide range of information on the consumption of our appliances, such as the amount of energy and water consumed in the different dishwasher and washing machine programmes. Furthermore, our service technicians play a role as ambassadors for various sustainability-related issues when interacting with our customers and undergo regular training for this purpose.

Training for customer advisors
The 'Sustainability in practice – talking points for discussions with customers' learning module is a distinctive element of the further training programmes available to employees. One focus is on showing customers how they can reduce their consumption of resources such as water and detergents and their GHG emissions when using Miele products.

According to our calculations, over 80 percent of GHG emissions in our value chain are generated by customers during the use phase of our appliances. In this training module, we provide our advisors with practical examples and talking points that they can use to highlight potential savings to customers.

Warranty concept for a longer product life

In cooperation with an insurance partner, we have been offering an extended warranty service since 2018. It provides complete protection for appliances that are no longer covered by the statutory warranty period. Miele customers can extend the warranty to five or ten years from the date of purchase for a monthly flat rate. This option has been popular so far: Over 25,000 contracts were concluded in 2024, around 15,000 more than 2020.

For our 125th anniversary in 2024, we extended the warranty period for selected anniversary appliances by 125 weeks. Customers who purchased one of around 50 special models received a warranty lasting almost four and a half years instead of the standard two years. The global campaign was launched in Germany in February 2024 and ran until September 2025.

During the warranty period, there are no repair costs, except for defects caused by the customer. The warranties cover all labour and travel costs as well as costs for spare parts. If a repair proves to be economically unviable, Miele will provide an equivalent new appliance.

Maintenance and help for self-help

Only a well-maintained appliance can achieve a long service life. That is why we take care to design appliances in such a way that the effort required to service, repair or replace a component is kept to a minimum. Customers can resolve many problems themselves using self-help options and remote support from Miele. In addition, we offer our customers customised maintenance solutions.

We also attach great importance to the digital transformation of our customer service. We are continually expanding our range of digital solutions, including those supported by AI. For instance, we run a range of video tutorials on our website, YouTube and via the Miele app, which, following data analysis, deliver targeted help with installation, troubleshooting or appliance care. Simple repairs and replacing spare parts are explained in such a way that customers can perform the tasks themselves. A total of 200 self-help videos in 26 languages provide support worldwide and are viewed by more than 200,000 people a month. Thanks to measures like these, we were able to resolve 12 percent of our customers' enquiries during the reporting period without the need for a technician to visit. This helps us to reduce GHG emissions resulting from service technicians' journeys and cut repair costs.

Damage limitation via recalls

User safety is a top priority for Miele. If a Miele product is suspected of posing a health risk, we immediately issue a recall. The aim is to prevent both tangible and intangible damage.

If external parties (e.g. dealers, test households, laboratories) reveal information on potential problems, the Business Units initiate a review process. The final decision on a product recall is made by a crisis management team convened by the relevant business unit. If a decision is made in favour of a recall, detailed emergency plans come into effect immediately.

The findings from recall campaigns are thoroughly analysed and taken into account in future developments. There were no recall campaigns during the reporting period.

Exploring future customer needs
Customers have many different expectations of Miele, both in the domestic and commercial sectors. For professional equipment used in hotels, retirement homes, hospitals or laboratories, for instance, the requirements for speed and hygiene are very high. As with our domestic appliances, Miele Professional products are designed not only to meet our customers' expectations, but to exceed them. That is why we place great importance on maintaining a dialogue with our customers and commercial clients. For instance, we invite carefully selected customers and commercial users to our test studios. In what are referred to as usability tests, we also obtain customers' opinions and requests with regard to new product developments, such as the benefits and convenience of the appliances. This helps us to understand current and future requirements and needs and to develop products that are tailored specifically to meet them.

We also develop future scenarios based on trend analyses, user models, the latest UX (user experience) methods as well as observations and surveys. These scenarios help Miele to anticipate future needs at an early stage, take health and safety considerations into account and integrate them into the development process. Together with other research-based companies, Miele also develops visions of a digitalised life in which environmental factors such as resource conservation and energy efficiency play a key role.

During the reporting period, Miele analysed future customer expectations to develop innovative solutions for its own processes, such as its digital customer service.

Governance

Business conduct

As an independent family-owned company, Miele has been committed to the interests of its stakeholders since its foundation. We act with foresight, considering the interests of the company's owners, employees, customers, suppliers, the environment and society, and we consistently uphold our values. These values include our strong commitment to quality, mutual respect and our aspiration in accordance with our guiding principle of 'Immer Besser'. We focus on partnership-based cooperation with our customers and suppliers. Our business activities are based on a pioneering approach to corporate governance, shaped by an employee-oriented corporate culture.

Our strategic approach

Miele pursues a long-term corporate strategy that places responsible business practices, integrity and innovation at its core. The framework for this is provided by the 'Pioneering Compass' of our corporate strategy.

Corporate culture

Our appliances, products, innovative solutions and services are designed to enhance people's lives. Since the company's foundation, this has been reflected in our guiding principle and maxim 'Immer Besser'. Miele's corporate culture focuses on people and teamwork, both in our external and internal interactions, with customers and employees alike. Respectful interactions, team spirit and mutual support are the core values governing our day-to-day work. We combine high quality standards, expertise, ambition and appreciation to continuously advance our products and our company. In our open corporate culture, employees can seek advice and raise concerns at any time. We support this by providing specific information on our internal and external complaints offices and by implementing processes designed to adequately protect whistleblowers.

We are firmly committed to preventing corruption and complying with international standards – for example, by adhering to the principles of the United Nations Global Compact and implementing the amfori Business Social Compliance Initiative (BSCI) system. By joining the compliance initiative run by the German Association for Materials Management, Purchasing and Logistics (BME), Miele has emphasised its commitment to implementing compliance and economic processes in line with ESG (environment, social and governance) principles both within the company and throughout its supply chain. For further information on relevant initiatives and

standards, such as the Diversity Charter and the SA8000 standard, please see the > Social – Employees and > Social – Supply chain chapters.

Compliance approach and policies
Compliance is of far-reaching importance for Miele: An informed and proactive approach to compliance serves to protect our employees and to ensure the success of the entire company. With the help of a range of codes of conduct and policies, we aim to empower our employees to always make informed decisions and to organise their daily work in accordance with our values and standards. Our day-to-day activities play a crucial role in maintaining our reputation and fulfilling our brand promise of 'Immer Besser'.

The Miele Group's Code of Conduct encompasses topics related to responsible corporate governance (for further information, please see the > Social – Employees chapter). This includes the appropriate management of conflicts of interest, the implementation of measures to prevent corruption and compliance with competition and antitrust laws. We continue to refine our Code of Conduct, supplementary policies and the related procedures. For 2026, for instance, we are planning to introduce a new policy addressing the handling of gifts, hospitality and non-cash benefits. In addition, a risk assessment concerning corruption and bribery is to be conducted. As part of our routine audits, we are already reviewing the monitoring procedures designed to prevent corruption and bribery.

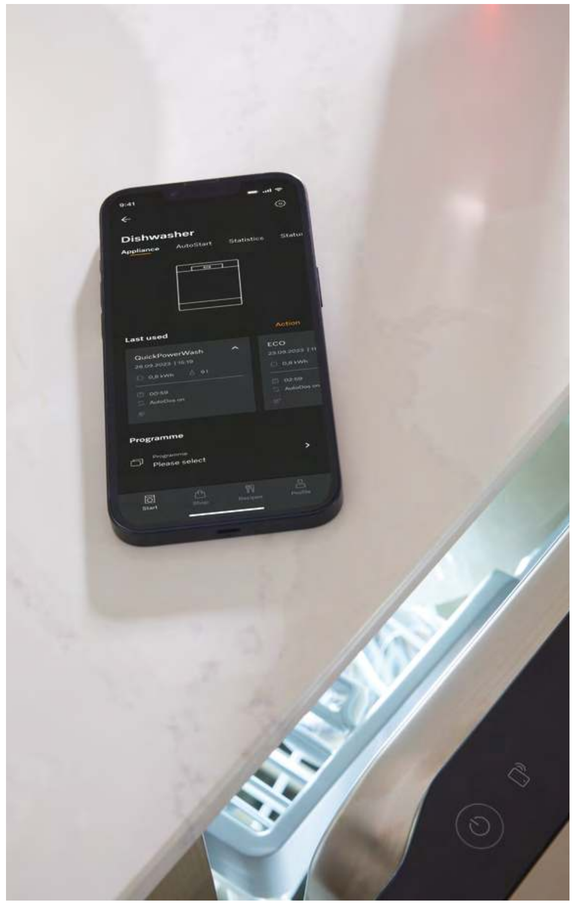
Our managers are responsible for ensuring that the work of their employees complies with applicable laws, internal rules and established ethical and social standards by setting appropriate guidelines. They are responsible for checking within their teams whether the Miele Code of Conduct and other policies are adhered to. Individual aspects of the Code of Conduct, such as receiving and offering gifts, or the handling of conflicts of interest, are reviewed in internal audits. Remedial measures are agreed in the event of violations.

In addition to its own internal policies, Miele has voluntarily adopted the Code of Conduct of the German Electrical and Electronic Manufacturers' Association (ZVEI) on socially responsible corporate governance in the electronics industry and its supply chains.

Information security and data protection
By making a strong commitment to digital responsibility, we aim to further strengthen our customers' trust both in our products and our company. We are committed to meeting the information security requirements relating to our smart products and to ensuring that we are at the forefront of technological developments at all times. To this end, we cooperate with the German Federal Office for Information Security (BSI), are a member of the Alliance for Cyber Security, part of the CERT@VDE Advisory Board and work with recognised security experts.

During the reporting period, Miele refined its strategy in the fields of data protection and information security. For example, we continued to develop our digital product pledge, which assures consumers that they will be able to use the digital functions of Miele products safely and securely in the long term.

One of the priorities of our information security team is safeguarding privacy, especially third-party data, from unauthorised access or disclosure. In this regard, we take into account various instructions related to digital security, including the 'Principles of Digital Security' and the 'Principles of Digital Security for Employees'. We are guided by both internal and external guidelines when storing relevant data. These include, in particular, the EU General Data Protection Regulation and internal data protection guidelines.



For information on our privacy policy, please see
> Social – Customers.

As part of our information security management, we have implemented a three-line model for governance and compliance to effectively protect our company from risk. In the first line, the IT department is responsible for implementing and monitoring these measures. The second line of defence is the IT Compliance and Security unit, which checks that these measures are being adhered to and are effective. In the third line, Internal Audit performs independent audits to examine whether both the first and second lines are fulfilling their responsibilities and whether security standards are being met. Our information security management system includes specific schedules for storing data, as well as a risk management process. Miele regularly carries out a range of risk assessments on this basis.

A dedicated email address has been established for reports of suspected incidents involving Miele. If the report concerns one of our products or a mobile application, those affected can also contact our Product Security Incident Response Team directly. Further information can be found on our > Cybersecurity website.

Political dialogue and advocacy
Miele maintains an ongoing dialogue with political representatives and associations working at regional, national and European levels. The company advocates that effective regulation should benefit the environment, society and customers, while remaining feasible with minimal additional bureaucratic effort. To avoid distortions of competition, proposed legislation should also always be accompanied by a reliable impact assessment that takes all potential market and environmental effects of the regulation into account and ensures verifiability. We primarily conduct this dialogue through direct technical discussions, but also by visiting plants to gain a clear understanding of business practices, or via larger discussion groups involving other stakeholders, such as those from the fields of science and research.

Miele has been registered in the European Transparency Register for lobbyists since late 2015 (registration number 351378519966-94) and with the German Lobby Register since 2023 (R006183). These entries create additional transparency regarding the scope and direction of our political involvement in Brussels and Berlin. By being listed in the German lobby register, Miele also undertakes to comply with the Code of Conduct for lobbyists under the German

Lobby Register Act. A corresponding Code of Conduct also applies at EU level, to which Miele has also undertaken to adhere by being listed in the transparency register.

Our actions

We implement a range of actions to ensure that internal and external rules and values are firmly integrated into our day-to-day business activities. The most important ones are summarised below.

Compliance and IT training

A training module on the Miele Code of Conduct is designed to communicate Miele's values and corporate culture to all employees. It was initially released for a selected target group in 2014 and has been extended to all employees from the reporting period onwards. The module is based on defined risk groups and is mandatory for employees with access to a Miele end-device. New employees must complete the training within three months of joining the company. Managers are responsible for ensuring that they complete the programme on time. In order to refresh their knowledge, the training is to be repeated every two years. By the end of 2024, a total of 12,236 employees had completed the training module, 10,938 of whom during the reporting period. This development can be explained by the fact that participation in previous years was limited to a restricted group of employees.

Since 2016, employees involved in competition and antitrust issues at all locations have been required to use educational software on competition and antitrust law. The programme concludes with a test and the system then logs and archives whether the test has been passed. A total of 3,270 employees had completed the programme by the end of 2024 (2,557 of whom during the reporting period). Between the time of its introduction and 2023, participation was mandatory for a restricted group of employees and was subsequently extended. The programme is not automatically assigned to employees; they are required to do this themselves in the training management system. Repetition after two years must also be initiated manually and verified by the relevant manager.

Two IT training courses on data protection and information security are also mandatory for all employees with a digital workplace. The data protection programme includes a general introduction to data protection law and uses examples to explain how employees are expected to behave when handling personal data in everyday situations. The information security training, on the other hand, consists of modules such as 'Using email securely', 'Internet and web tools' and 'Malware'. Both programmes must be completed every two years. In addition, phishing emails are regularly sent to all employees with an email inbox in order to check the effectiveness of information security measures.

Contact points for whistleblowers

In addition to internal channels such as complaints offices, we have appointed an external ombudsperson since 2009. Employees and business partners can contact them confidentially and anonymously, for instance regarding compliance issues or potential breaches of information security. In addition, Miele has established a complaints procedure for human rights and environmental issues that complies with the requirements of the German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG). Further information on complaints management and the ombudsperson can be found in > Social – Employees and on the LkSG-compliant complaints procedure in > Social – Supply chain. During the reporting period, there were no reports to the ombudsperson relating to sustainability aspects.

Political commitment and association work

Miele contributes its expertise to discussions on the structuring and implementation of regulations via a number of national and international committees, commissions and associations. Among other things, we have contributed to the development of the EU energy label and the Ecodesign Directive (Ecodesign for Sustainable Products Regulation since July 2024). During the reporting period, we also discussed topics such as substance restrictions, carbon pricing trends in Europe and programmes to improve resource and material efficiency in general. Our political discussions

also focused on the digitalisation of products and services and the related issues of consumer protection and corporate responsibility.

In addition to political lobbying, company representatives are involved in the work of national and international trade associations. During the reporting period, one of the Executive Directors and Co-Proprietors – Dr Markus Miele or Dr Reinhard Zinkann – was represented on the boards of the ZVEI, the German Brands Association, the Stifterverband für die Deutsche Wissenschaft and, at regional level, at the Chamber of Industry and Commerce, the Unternehmerverband and the Wirtschaftliche Gesellschaft für Westfalen und Lippe (WWL).

In addition, employees support association and standardisation committees in Germany by sharing their expertise in developing regulations and standards. They also represent Miele's interests externally. Miele works closely with various associations through the representatives of its sales subsidiaries in other EU member states as well as outside Europe.

Key figures

The following pages present our key sustainability figures for the 2023 and 2024 business years. Explanations and any comments on individual items are disclosed in footnotes. An overview of the key figures' historical development can be found in our > previous sustainability reports. As things currently stand, Miele will be obliged to apply the European Sustainability Reporting Standards (ESRS) from the 2027 business year onwards. This will result in new requirements for our key figures, for example with regard to the selection of material content and the methodology of data collection and presentation. To prepare for ESRS reporting, we have therefore already adjusted the key figures. Accordingly, they are not directly comparable with the key figures reported up to and including 2022.

Products
The information on the energy label in this section refers to the applicable energy consumption labelling. The values relate to all appliances sold in EU countries where the energy label is mandatory and has been adopted. The consumption efficiency values shown correspond to the most energy and water-efficient Miele appliance available on the market in the year in question.

Environment
Unless otherwise stated, the key figures in this section apply to our production plants.

Social
All employee-related information is based on the number of individuals and not to full-time equivalents. Unless otherwise stated, the key figures relate to sites in Germany (excluding participations). Occupational health and safety values refer to all production plants and our sales subsidiary in Germany.

Management and strategy

Total Miele turnover in billion euros	2023	2024
Total	**4.96**	**5.04**
Germany	1.54	1.63
Abroad	3.42	3.41

Turnover by country and region [1] as a percentage	2023	2024
DACH region	35	34
North America Region (NAR)	12	11
Southern and Eastern Europe (SEE)	10	11
Northern and Western Europe (NWE)	22	21
Asia Pacific (APAC)	14	14
Participations/other	7	10

1) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding.

Turnover by business area [1] as a percentage	2023	2024
Business Unit Cooking [2]	19	18
Business Unit Customer Service	6	6
Business Unit Dishwashing	14	14
Business Unit Laundry	22	22
Business Unit Professional	13	13
Business Unit Refrigeration	8	7
Business Unit Small Domestic Appliances (SDA) [3]	13	13
Participations/other	5	8

1) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding. Turnover from accessories and consumables is allocated directly to the respective Business Units.
2) Includes cookers/ovens, steam cookers, hobs/cooking zones, cooker hoods.
3) Includes vacuum cleaners, coffee machines, rotary ironers.

Investments [1] in millions of euros	2023	2024
Germany	192	167
Europe	98	58
Overseas	23	24
Total investments	**313**	**248**

1) All investments in intangible and tangible assets and property, plant and equipment.

Sales by product group in thousands	2023	2024
Dishwashers	768	735
Cookers/ovens	322	305
Refrigerators and freezers	316	275
Vacuum cleaners	2,137	2,197
Washing machines	779	758
Tumble dryers	384	392
Others [1]	587	576
Domestic appliances total	**5,293**	**5,239**
Commercial machines total	**93**	**92**
Domestic appliances and commercial machines total	**5,386**	**5,332**

1) Includes hobs/cooking zones, cooker hoods, microwave ovens, steam cookers, coffee machines, rotary ironers.

Products

Expenditures for research and development in million euros and as a percentage of total turnover	2023	2024
Total expenses	**339**	**345**
Share of total turnover	6.8	6.8

Energy label: washing machines as a percentage	2023	2024
A	85	96
B	15	4
C	0	0
D	0	0
E	0	0
F	0	0
G	0	0

Energy label: tumble dryers as a percentage	2023	2024
A+++	63	71
A++	37	29
A+	0	0
A	0	0
B	0	0
C	0	0
D	0	0

Energy label: dishwashers as a percentage [1]	2023	2024
A	30	28
B	11	30
C	34	14
D	14	25
E	10	3
F	1	0.1
G	0	0

1) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding.

Energy label: cookers and ovens as a percentage [1]	2023	2024
A++	0.01	0.01
A+	99	99
A	1	1

1) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding

Energy label: refrigerators and freezers as a percentage	2023	2024
A	1	1
B	1	1
C	3	17
D	21	31
E	54	41
F	13	3
G	7	6

Power consumption energy label in kWh	2023	2024
Product		
Washing machines		
Power consumption in kWh/kg of laundry	0.05	0.05
Dishwashers		
Power consumption in kWh/place setting	0.04	0.04
Refrigerators with up to and including 150 l of usable capacity and a freezer compartment		
Power consumption in kWh/100 l over 24 hours	0.26	0.22
Refrigerators with up to and including 150 l of usable capacity without a freezer compartment		
Power consumption in kWh/100 l over 24 hours	0.14	0.14
Refrigerators with 151 l to 300 l of usable capacity with a freezer compartment		
Power consumption in kWh/100 l over 24 hours	0.17	0.13
Refrigerators with 151 l to 300 l of usable capacity without a freezer compartment		
Power consumption in kWh/100 l over 24 hours	0.09	0.08

Power consumption energy label in kWh	2023	2024
Freezers with up to and including 150 l of usable capacity		
Power consumption in kWh/100 l over 24 hours	0.36	0.36
Freezers with 151 l to 300 l of usable capacity		
Power consumption in kWh/100 l over 24 hours	0.19	0.16
Cookers and ovens		
Power consumption in kWh	0.46	0.46
Tumble dryers		
Power consumption in kWh/kg of laundry	0.12	0.12

Water consumption energy label in litres	2023	2024
Washing machines		
Water consumption in l/kg of laundry	5.3	5.3
Dishwashers		
Water consumption in l/place setting	0.6	0.6

Environment

Energy consumption in megawatt hours and and as a percentage	**2023**	**2024**
Fuel consumption from coal and coal products	–	–
Fuel consumption from crude oil and petroleum products	76,448	78,464
Fuel consumption from natural gas and liquefied petroleum gas	79,971	74,272
Fuel consumption from other fossil sources	–	–
Purchased or procured electricity, heat, steam and cooling from fossil sources	34,497	30,346
Total amount of fossil fuels	**190,917**	**183,082**
Share of fossil fuels in total energy consumption (%)	55	53
Fuel consumption from renewable sources, including biomass (including industrial and municipal waste of biological origin, biogas, hydrogen, etc.)	0	18
Purchased or procured electricity, heat, steam and cooling from renewable sources	147,792	152,141
Self-produced renewable energy	9,620	13,413
Total amount of renewable energies	**157,412**	**165,572**
Share of renewable energy in total energy consumption (%)	45	47
Total energy consumption	**348,329**	**348,654**

Corporate carbon footprint (Scope 1, 2 and 3) in tonnes of CO_2 equivalents (CO_2e)[1]	**2023**	**2024**
Scope 1 – Direct CO_2 emissions		
Scope 1	36,701	36,046
Scope 2 – Indirect CO_2 emissions		
Scope 2 (location based)	63,860	65,993
Scope 2 (market based)	5,736	5,049
Scope 1 and 2 CO_2e emissions		
Scope 1 and 2 (location based)	100,561	102,039
Scope 1 and 2 (market based)	42,437	41,095
Scope 3 – Indirect CO_2e emissions		
Scope 3.1	1,259,531	1,327,834
Scope 3.11	8,092,035	7,897,583
Scope 3 – Other[2]	213,115	202,086
Scope 3 – Total	9,564,681	9,427,503

Corporate carbon footprint (Scope 1, 2 and 3) in tonnes of CO_2 equivalents (CO_2e)[1]	**2023**	**2024**
CO_2e emissions (Scope 1,2 & 3)		
CO_2e emissions (location based) Total	9,665,422	9,529,542
CO_2e emissions (market based) Total	9,607,118	9,468,598

1) VDA 2022 emission factors were applied in calculations according to the location-based method. Alternatively, emission factors published by the British Department for Business, Energy & Industrial Strategy (DBEIS) were also used. Including all production plants, sales subsidiaries and participations. The CO_2 emissions of Belimed, which has been part of Miele since 2024, will be included as of 2025. Taken into account are CH_4 and N_2O in addition to CO_2. Emissions from volatile gases were considered irrelevant following a materiality analysis.
2) This includes categories 3.2 (Capital goods), 3.3 (Fuel and energy-related emissions), 3.4 (Upstream transport and distribution), 3.5 (Waste), 3.6 (Business travel), 3.7 (Employee commuting), 3.8 (Leased assets), 3.12 (End-of-life treatment of sold products).

Transport volume in million tonne-kilometres and as a percentage	2023	2024
Total	**1,143**	**1,518**
Outbound	**889**	**1,180**
By ship (%)	85	88
By lorry (%)	12	10
By rail (%)	2	2
By air (%)	0.4	0.4
Distribution	**67**	**68**
By lorry (%)	99	99
By air (%)	1	1
Transport on own account	**187**	**270**
By lorry (%)	53	44
By ship (%)	44	55
By rail (%)	2	1

Transport-related CO_2e emissions – WTW [1] in tonnes and as a percentage	2023	2024
Total	**61,249**	**75,856**
Outbound	**28,839**	**36,044**
By ship (%)	47	50
By lorry (%)	42	40
By rail (%)	1	1
By air (%)	9	10
Distribution	**21,254**	**23,829**
By lorry (%)	99	98
By air (%)	1	2
Transport on own account	**11,156**	**15,984**
By lorry (%)	89	87
By ship (%)	10	13
By rail (%)	1	0

1) Well-to-wheel representation.

Area covered and not covered by structures in square metres	2023	2024
Total	**2,462,266**	**2,449,125**
Area covered by structures	771,487	746,095
Area not covered by structures	1,690,778	1,703,029
Green areas	1,096,194	1,104,882
Surfaced area	594,584	598,147

Water abstraction [1] in cubic metres	2023	2024
Total	**345,119**	**332,864**
Water from the public system	236,618	238,373
Water from own supply	108,501	94,491

1) Water consumption is measured using water meters and taken from the energy reports from the energy management system.

Water abstraction per tonne of product in cubic metres	2023	2024
	2.12	1.93

Wastewater in cubic metres	2023	2024
Total	**320,595**	**308,712**
Technical wastewater [1]	27,061	15,637
Other wastewater [2]	284,305	279,154

1) Technical wastewater is treated mechanically, chemically or biologically before being discharged into the public sewer system.
2) Standard household wastewater discharged indirectly into the public sewer system for local wastewater treatment.

Wastewater per tonne of product in cubic metres	2023	2024
	1.97	1.79

Production materials used in tonnes	2023	2024
Raw materials	106,204	114,466
Metals	88,289	90,499
Plastic granulate	17,915	23,967
Processing materials	5,034	4,706
Paints, varnishes, enamels	827	787
Oils, greases, lubricants	178	178
Acids, lye, solvents	84	26
Others [1]	3,946	3,715
Electronics	2,506	2,740

1) Other auxiliary and operating materials mainly consist of casting materials for the manufacture of mass-balancing weights.

Appliances produced in tonnes	2023	2024
Total	**162,881**	**172,751**

Packaging materials used in tonnes	2023	2024
Total [1]	**19,999**	**21,215**
Solid wood	7,945	8,363
Paper/cardboard/carton	8,144	8,968
EPS/styrofoam	2,280	2,202
Film/plastics	1,615	1,667
Other	15	14

1) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding.

Waste for recycling and disposal by type [1] in tonnes	2023	2024
Total waste produced	**31,553**	**32,261**
Waste for recycling	30,316	31,011
Hazardous waste [2]	2,953	1,979
Non-hazardous waste	27,364	29,032
Waste for disposal	1,236	1,250
Hazardous waste [2]	237	288
Non-hazardous waste	999	962

1) The waste disposal method was determined on the basis of information provided by the waste disposal provider. Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding.
2) Hazardous waste is waste that poses a risk to health and the environment due to its properties and is subject to special disposal and monitoring requirements in accordance with the German Circular Economy Act (KrWG).

Source areas of total waste [1] in tonnes	2023	2024
Waste from production, product parts [2]	26,982	28,057
Hazardous waste [3]	2,761	1,978
Waste from operational plants, administration, and development areas [4]	2,742	2,925
Hazardous waste [3]	92	110
Waste infrastructure (construction waste, soil, sewer cleaning, waste from services) [5]	1,829	1,279
Hazardous waste [3]	337	178

1) Any discrepancies between the sum of the individual amounts and the total presented under 'Waste for recycling and disposal by type' are due to rounding.
2) A waste type is allocated to a source area if at least 80 percent of the waste type comes from the area concerned. Waste from production: product and production parts such as scrap metal, foundry waste and acids, as well as waste from the treatment of technical wastewater and plastic parts.
3) Hazardous waste is waste that poses a risk to health and the environment due to its properties and is subject to special disposal and monitoring requirements in accordance with the German Circular Economy Act (KrWG).
4) Waste from operational plants, administration and the development areas includes scrapped production facilities, cable remains, spent oils, cardboard and paper, pallets wood off-cuts and general waste.
5) Infrastructure waste includes building rubble, excavated soil, stones, neon tubes, flooring, waste from green areas and sewer cleaning, as well as rubbish.

Production waste per tonne of product [1] in kilogrammes	2023	2024
	166	162

1) Waste incurred in direct relation to production activities, such as scrap metal, foundry waste and acids, is expressed in relation to tonnes of product. The amounts of waste from the source areas 'Buildings/grounds' and 'Operations facilities, administration and development areas' are not included here (see source areas of total waste).

Destination of total waste [1] in tonnes	2023	2024
Materials recycling, processing [2]	26,771	27,845
Energy recovery, incineration [3]	1,791	1,801
Physicochemical treatment [4]	2,746	2,288
Dumping [5]	245	327

1) Any discrepancies between the sum of the individual amounts and the total presented under 'Waste for recycling and disposal by type' are due to rounding.
2) Recovery, conditioning methods, processing of sludge into building materials
3) Thermal recovery of highly calorific waste with a gross calorific value of over 11,000 kJ and special waste incineration
4) Treatment of waste from surface and wastewater treatment, cleaning of sewers and emulsion drilling
5) Rubble and soil from construction work are normally disposed of at dump sites.

Social

Employees Number	2023	2024
Total	**22,758**	**23,516**
in Germany	11,827	11,333
Outside of Germany	10,931	12,183

Full and part-time employees as a percentage	2023	2024
Share of full-time employees	92.2	91.7
Share of part-time employees	7.8	8.3

Employees with and without flexitime as a percentage	2023	2024
With flexitime	59.3	58.7
Without flexitime	40.7	41.3

Contract employees in Germany Number and percentage	2023	2024
Number	366	341
Share of the entire workforce (%) [1]	3.1	3.0

1) The Company-Wide Collective Agreement specifies the conditions under which the rate of 4.5 percent (also determined in the Agreement) can be deviated from.

Employees according to age group as a percentage	2023	2024
< 30 years	17	16
30 to 50 years	49	50
> 50 years	34	35

Foreign employees [1] Number and percentage	2023	2024
Number	751	679
Share (%)	6.3	6.0

1) 'Foreign employees' denotes all employees who do not have German citizenship.

Women and men in the Miele workforce worldwide [1] as a percentage	2023	2024
Women	30	30
Men	70	70

1) The reference date for each year is 31 December.

Women and men in management positions worldwide as a percentage	2023	2024
Women	25	25
Men	75	75

Employees with disabilities worldwide [1] [2] Number and percentage	2023	2024
Number of employees with disabilities	804	799
Share of employees with disabilities (%)	3.7	3.7

1) The definition of employees with disabilities is in line with the social law definition of disability according to Book IX of the German Social Code (SGB IX) Section 2.
2) The reference date for each year is 31 December.

Apprentices[1] Number and percentage	2023	2024
Number	448	424
Share (%)	3.8	3.7

1) The reference date for each year is 30 September. This date provides a more accurate picture of the actual number of apprentices than the end of the business year because apprenticeships generally start on 1 September.

Women and men in the technical and commercial apprenticeship scheme[1] as a percentage	2023	2024
Technical apprenticeship		
Women	11.2	13.3
Men	88.8	86.7
Commercial apprenticeship		
Women	57.6	54.1
Men	42.4	45.9

1) The information relates to in-company training and the dual study programme as a whole.

Cost of vocational training and development in millions of euros	2023	2024
	22.5	23.0

Training sessions on occupational safety Number of participants	2023	2024
Total	**3,433**	**3,904**

Reportable workplace[1] **and commuting accidents** Number	2023	2024
Workplace accidents	169	126
Commuting accidents	72	77
Total	**241**	**203**

1) All accidents resulting in an absence of three or more workdays must be disclosed in detail to the insurer. Incidents involving an absence of less than three days are covered by accident notifications.

Reportable workplace[1] **and commuting accidents**[2] Number per 1 million working hours (injury frequency)	2023	2024
Workplace accidents	9.2	7.3
Commuting accidents	3.9	4.4
Total	**13.1**	**11.7**

1) All accidents resulting in an absence of three or more workdays must be disclosed in detail to the insurer. Incidents involving an absence of less than three days are covered by accident notifications.
2) Any discrepancies between the sum of the individual amounts and the total of 100 percent are due to rounding.

Lost days[1] **due to a workplace or commuting accident** Number	2023	2024
Total	**6,453**	**6,420**

1) 'Lost days' denotes the number of scheduled workdays lost starting from the time of the accident.

Self-assessment on compliance with social standards by suppliers Number	2023	2024
Compliance confirmed	412	422
Compliance not confirmed	18	14
Total	**430**	**436**

Amount of financial donations to charitable projects made by Miele & Cie. KG in thousands of euros	2023	2024
	305	146

Amount of financial donations to charitable projects made by the Miele Foundation in thousands of euros	2023	2024
	91	89

About this report

Miele has been publishing sustainability reports since 2002 to document progress in line with its sustainability strategy and the company's guiding principle, 'Immer Besser'. Our aim is to provide stakeholders such as sustainability experts, customers, employees and business partners with transparent information on the company's performance in environmental, social and governance (ESG) matters.

The Sustainability Report 2025 reflects developments in the 2023 and 2024 business years. At Miele, these correspond to the respective calendar year (1 January to 31 December). The editorial deadline was in September 2025; all relevant events up to that date were included.

This year's report outlines sustainability topics identified as material by Miele, as determined by a double materiality analysis. To this end, in 2024 we built on the materiality analysis from 2022 and, preparing for the requirements of the Corporate Sustainability Reporting Directive (CSRD), consistently took into account the requirements of the European Sustainability Reporting Standards (ESRS). The materiality analysis is explained in the > Management and strategy chapter of this report.

For the first time, we have prepared the Miele Sustainability Report 2025 with reference to the basic structure of the ESRS. This is an important step towards even more transparent sustainability reporting. Our disclosures and key figures have not yet been externally audited by an independent third party. Our objective is full CSRD/ESRS compliance by the 2027 business year, when Miele will be legally obliged to report accordingly.

The report is divided into five main chapters: > Management and strategy, > Products, > Environment, > Social, and > Governance. The Environment chapter covers the topics of > Climate, > Environmental impacts, > Water and > Resources. The Social chapter covers > Employees, > Supply chain and > Customers. In the Governance chapter, we outline our approach to good > Business conduct. We present the context, strategic approach and actions for each topic. A comprehensive list of relevant key figures can be found at the end of the report.

Unless otherwise stated, all information, including key figures, relates to Miele & Cie. KG. This includes all German production plants and administrative locations, as well as sales and service in Germany. It also encompasses, under the umbrella of Miele Beteiligungs-GmbH, the production plants in Brașov (Romania), Bürmoos (Austria), Dongguan (China), Ksawerów (Poland) and Uničov (Czech Republic). The report furthermore covers the Eurofilters production plant in Pelt (Belgium), Steelco production plants in Cusano and Riese Pio (Italy), international sales subsidiaries and other Miele participations. Any deviations from the Group's reference framework are disclosed separately; for example, in the case of key figures on the use of water resources (see chapter Environment – Water) or information on collective agreements (see chapter Social – Employees). Key figures for SteelcoBelimed joint venture (see chapter Management & Strategy), founded in 2024 by Miele and partner Metall Zug AG, will be fully included from the 2025 reporting year onwards.

Legal entity forms have been omitted to improve readability. As in the previous report, gender-specific designations are used except in lists and where linguistically justified.

The Miele Sustainability Report is available at www.miele.com/sustainability and on Miele.de or Miele.com. Additionally, the > Miele website provides all customers and interested parties with an overview of Miele's sustainability philosophy and how it is put into practice.

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Publisher
Miele & Cie. KG
Carl-Miele-Straße 29
33332 Gütersloh

Responsibility
Martin Wielgus
Communications
Christoph Wendker
Corporate Sustainability and Regulatory Affairs

Data management
Sebastian Wegener
Corporate Sustainability

Realisation
Forvis Mazars ESG GmbH & Co. KG, Hamburg

Photo credits
Miele
Adobe Stock

Project management
Ursula Wilms
Communications
Tel. +49 5241 89-1958
Email: ursula.wilms@miele.com

Annette Sommerfeld
Corporate Sustainability
Tel. +49 5241 89-4284
Email: annette.sommerfeld@miele.com

www.miele.com/sustainability

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This report is also available in German. In case of deviations, the German version is valid.

Miele would like to thank all employees and all other parties involved in the creation of this report.