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At a glance

In the following section, you will find all the key figures relevant to the Sustainability Report 2017 as well as an overview of old and new objectives. The “Dialogue” section indicates with whom Miele is in dialogue and regarding which topics. The GRI index shows the standard requirements which have been taken into account.

Key figures

Company

Total Miele turnover

in billion euros [GRI G4-9, G4-EC1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	3.04	3.15	3.22	3.49	3.71
Germany ¹⁾	0.93	0.98	1.01	1.05	1.12
Abroad	2.11	2.17	2.21	2.44	2.59
Foreign share (%)	69	69	69	70	70

In Germany, Miele achieved sales of 1.1 billion euros, representing an increase of 6.9 percent. Miele has expanded its position as the brand for large domestic appliances with the highest turnover through electrical goods retailers and is now even no. 1 in the specialist kitchen trade as well. Outside Germany, sales grew by 6.3 percent, particularly in the USA, Australia, Great Britain and China.

¹⁾ Encompasses other sources of turnover, including revenue generated by the German plants, such as from sales of enclosures, scrap, electronics, licenses, advertising material, plastic parts and seminar fees.

Turnover by region

as a percentage [GRI G4-8, G4-9]

	2011/12	2012/13	2013/14	2014/15	2015/16
Germany ¹⁾	31	31	31	30	30
Southern, Eastern and Central Europe	21	21	21	21	20
Northwest Europe	28	28	27	26	25
North and South America, Australia, New Zealand and South Africa	16	17	16	18	19
Asia	4	4	5	5	6

The turnover in the overseas markets (Asia, North and South America, Australia, New Zealand and South Africa) has increased more than others over recent years. In Russia, despite political instability and currency drops, sales were maintained on a par with the previous year in local currency. In Southern Europe, the upward trend was consolidated, despite the continuing debt crisis.

¹⁾ Encompasses other sources of turnover (see total Miele turnover).

Turnover by business areas

as a percentage [GRI G4-9]

	2011/12	2012/13	2013/14	2014/15	2015/16
Laundry care	26	26	26	25	24
Cooking ¹⁾	20	20	20	21	21
Dishwashers	13	13	13	13	14
Floor care	8	9	9	9	9
Refrigerators and freezers	8	8	8	8	8
Drinks preparation	2	2	2	2	2
Domestic appliances total	77	77	77	77	77
Professional²⁾	13	13	13	13	13
Customer service	7	7	7	7	6
Care products and accessories	3	3	3	4	4

¹⁾ Includes cookers/ovens, steam cookers, hobs/cooking zones, cooker hoods. ²⁾ Commercial machines, service, and spare parts.

Sales

in thousands [GRI G4-9]

	2011/12	2012/13	2013/14	2014/15	2015/16
Dishwashers	587	610	607	652	770
Cookers/ovens	269	287	290	296	311
Refrigerators and freezers	306	310	302	289	303
Vacuum cleaners	2,012	2,085	2,151	2,204	2,319
Washing machines	781	801	782	835	860
Tumble dryers	338	343	338	362	388
Others ¹⁾	577	638	633	635	645
Domestic appliances total	4,870	5,074	5,103	5,273	5,596
Commercial machines	87	87	87	96	96
Domestic appliances and commercial machines	4,957	5,161	5,190	5,364	5,692

¹⁾ Hobs/cooking zones, cooker hoods, microwaves ovens, steam cookers, coffee machines, rotary ironers.

Investments

in millions of euros [GRI G4-EC1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Germany	124	150	142	110	140
Europe	35	53	35	27	25
Overseas	27	11	10	14	19
Total investments	186	213	188	150	184

During the past business year, Miele invested approximately 34 million euros or 23 percent more than in the previous year. This significant increase is the result of investments in the development of new model series, extension or conversion work at various production sites, and an expansion of sales and logistics facilities in Gütersloh, including extension to the goods distribution centre, the new central spare part warehouse and a new office wing. New or completely refurbished showrooms were inaugurated in metropolises such as Beijing, New York, Miami, Johannesburg, Vilnius, Bucharest, London and Vancouver.

Expenditures for research and development

as a percentage

	2011/12	2012/13	2013/14	2014/15	2015/16
Share of total turnover	5.6	5.4	5.4	5.4	5.5

The expense for research and development is continuously kept at around a 5.5 percent share of the total turnover.

Personnel costs

in millions of euros and percentages [GRI G4-EC1]

	2011/12	2012/13	2013/14	2014/15	2015/16
In millions of euros	886	956	971	1,026	1,079
In relation to the total turnover (%)	29	30	30	29	29

The personnel costs developed in proportion to the total turnover.

Pension provisions

in millions of euros [GRI G4-EC3]

	2011/12	2012/13	2013/14	2014/15	2015/16
	365	372	376	396	446

Pension provisions rose significantly, largely owing to the considerable drop in the discounting interest rate under commercial law included in the calculation. This is a consequence of the continuously low market interest rate.

Payments to suppliers for production materials

in millions of euros [GRI G4-EC1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Germany	545	544	507	490	543
Europe	216	226	272	284	308
Overseas	66	101	112	127	150
Total payments to suppliers	827	871	892	902	1,001

The payments to suppliers rose by 109 million euros in the reporting period. This was caused by the increased production volumes and the associated higher demand for production materials.

Strategy

Audits of the integrated management system

Quantity [GRI G4-HR9]

	2011/12	2012/13	2013/14	2014/15	2015/16
External audits	35	22	39	32	32
No significant non-conformities found ¹⁾	33	22	37	26	28
Significant non-conformities found ¹⁾	2	0	2	6	4
Internal audits	92	108	100	77	95
No significant non-conformities found ¹⁾	76	97	90	69	84
Significant non-conformities found ¹⁾	16	11	10	8	11

The methods of the external and internal audit processes function congruently, i.e. using the same scale of evaluation. As an important part of the matrix certification method, the internal audits as preventative methods improve the results. Thereby, the number of significant discrepancies found is lower in external audits performed by a certifier. Miele employs extensively trained auditors to carry out the internal audits. These auditors identify problems in preparation for external audits and introduce countermeasures.

¹⁾ These instances exclusively concerned non-critical non-conformities. Critical non-conformities that could jeopardize certification have not occurred at Miele since the 1990s.

Products

Energy consumption labelling

[GRI G4-EN4, G4-EN7, G4-PR3] The values refer to devices sold in EU countries in which the energy label is mandatory, as well as in Croatia, Norway, and Switzerland. As a deviation from the five-year trend of other key figures, the values from the three previous sustainability reports are listed here with the latest corresponding business year.

Energy label: washing machines

as a percentage

	2011/12	2013/14	2015/16
A+++	54	63	93
A++	17	27	7
A+	29	10	0

93 percent of the washing machines sold in the business year 2015/16 are classified as A+++, which is the best energy efficiency rating of the energy label. 39 percent fall short of the threshold value for the A+++ rating by 10 percent, 8 percent fell short by 20 percent, 9 percent by 30 percent, and 2 percent even fell short by 40 percent. The washing machines achieved the best values when they used the new [PowerWash 2.0](#) technology.

Energy label: tumble dryers

as a percentage

	2011/12 ^{1) 2)}	2013/14 ²⁾	2015/16
A+++	-	1	8
A++	-	3	65
A+	-	70	7
A	58	4	-
B	33	18	16
C	10	5	4

In the reporting period, great efforts were made to reduce the energy consumption of tumble dryers. All new-generation T1 tumble dryers have been declared as A++ since September 2014. This was made possible by the use of larger heat exchangers in particular.

¹⁾ The energy label for tumble dryers was updated in 2013. The values for 2011/12 and 2013/14 therefore cannot be directly compared with one another.

²⁾ Deviations as a result of rounding the figures.

Energy label: dishwashers

as a percentage

	2011/12	2013/14	2015/16
A+++	22	30	39
A++	30	30	33
A+	42	39	28
A	6	1	-

3 percent of the dishwashers sold fall short of the threshold value for the A+++ rating. The best values for dishwashers are achieved by using the new EcoTech heat reservoir.

Energy label: cookers and ovens

as a percentage

	2011/12	2013/14 ¹⁾	2015/16
A+	-	-	89
A	99	99	11
B	1	1	-

¹⁾The energy label for ovens and steam cookers was updated in the reporting period. The values therefore cannot be directly compared with one another.

Energy label: refrigerators and freezers

as a percentage

	2011/12	2013/14	2015/16
A+++	3	8	13
A++	35	59	70
A+	58	33	17
A	4	-	-

Following the introduction of the new freestanding appliances of the K 20.000 series, numerous new A+++ devices were launched in 2016.

Consumption efficiency

[GRI G4-EN4, G4-EN7, G4-EN27] The values show the Miele appliance with the highest energy and water savings that was available in the market for a particular year.

Power consumption energy label

in kWh

	2000	2011/12	2013/14	2015/16
Washing machines ¹⁾ , Power consumption in kWh/kg of laundry	0.19	0.11	0.10	0.09
Dishwashers, Power consumption in kWh/place setting	0.09	0.06	0.06	0.05
Refrigerators with up to and including 150 l of usable capacity and a freezer compartment Power consumption in kWh/100 l over 24 hours	0.40	0.21	0.21	0.19
Refrigerators with up to and including 150 l of usable capacity without a freezer compartment Power consumption in kWh/100 l over 24 hours	0.26	0.18	0.12	0.12
Refrigerators with 151 l to 300 l of usable capacity with a freezer compartment Power consumption in kWh/100 l over 24 hours	0.29	0.16	0.14	0.14
Refrigerators with 151 l to 300 l of usable capacity without a freezer compartment Power consumption in kWh/100 l over 24 hours	0.18	0.09	0.09	0.09
Freezers with up to and including 150 l of usable capacity Power consumption in kWh/100 l over 24 hours	0.47	0.27	0.27	0.27
Freezers with 151 l to 300 l of usable capacity Power consumption in kWh/100 l over 24 hours	0.23	0.14	0.14	0.13
Cookers and ovens, Power consumption in kWh	1.20	0.67	0.67	0.61
Tumble dryers ²⁾ , Power consumption in kWh/kg of laundry	0.59	0.26	0.18	0.17

¹⁾ Cottons 60 °C, full load.

²⁾ Cottons Normal Dry, full load.

Water consumption energy label

in litres

	2000	2011/12	2013/14	2015/16
Washing machines ¹⁾ , Water consumption in l/kg of laundry	9.80	6.88	6.11	6.00
Dishwashers, Water consumption in l/place setting	1.08	0.71	0.71	0.69

¹⁾ Cottons 60 °C, full load.

Supply chain

Natural resources and materials

Production materials used

in tonnes [GRI G4-EN1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Raw materials	101,337	112,413	106,123	99,251	98,778
Metals	91,100	102,671	95,123	88,251	86,778
Plastic granulate	10,237	9,742	11,000	11,000	12,000
Processing materials	6,913	7,541	6,979	7,233	8,736
Paints, varnishes, enamels	1,211	1,332	1,118	1,254	1,368
Oils, greases, lubricants	188	217	232	206	201
Acids, lye, solvents	151	158	220	215	172
Others ¹⁾	5,363	5,834	5,409	5,558	6,995
Electronics	1,594	1,964	2,123	2,026	2,143

The total of all production materials used does not equal the total weight of all appliances produced. This is explained by the use of purchased parts and materials which are not ultimately part of the products at delivery, such as acids, lyes and solvents. The weight accounted for by waste, e.g. by cutting scraps, also factors into the difference.

¹⁾The majority of other processing materials are casting materials for the manufacture of mass-balancing weights.

Devices produced

in tonnes [GRI G4-EN1]

2011/12	2012/13	2013/14	2014/15	2015/16
169,983	171,891	175,297	177,263	188,133

Packaging per kilogram of product

in grams [GRI G4-EN1]

2011/12	2012/13	2013/14	2014/15	2015/16
93	92	90	90	93

Packaging materials used

in tonnes [GRI G4-EN1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	15,776	15,796	15,708	15,880	17,464
Solid wood	9,118	9,152	9,056	9,075	10,134
Cardboard/corrugated paper	4,676	4,664	4,595	4,707	5,140
Moulded plastic parts (EPS)	1,678	1,674	1,749	1,788	1,851
PE film/strapping (PP/steel)	302	303	306	308	339
Encased PU foam/PE film	3	3	2	2	1

The increase in packaging material is for the most part a result of the increased production volume.

Supplier management

Purchasing volume¹⁾

as a percentage [GRI G4-12, G4-EC9]

	2011/12	2012/13	2013/14	2014/15	2015/16
Germany	65.9	62.5	56.9	54.4	54.2
Europe	26.1	26.0	30.5	31.5	30.8
Overseas	8.0	11.6	12.6	14.1	15.0

Miele production plants that procure a lot overseas recorded more growth than others in the business year 2015/16.

¹⁾ Payments to suppliers.

Suppliers of production materials

Number [GRI G4-12]

	2011/12	2012/13	2013/14	2014/15	2015/16
	2,287	2,324	2,328	2,277	2,443 ¹⁾

¹⁾ Suppliers from Spares Logistics were included in the calculation for the first time in the business year 2015/16.

Self-assessment on compliance with social standards by potential suppliers

Number [GRI G4-LA14, G4-HR10, G4-SO9]

	2011/12	2012/13	2013/14	2014/15	2015/16
Compliance confirmed	935	433	555	968	475
Compliance not confirmed	8	12	15	6	9
Total	943	445	570	974	484

Environment

Resource management

Waste for recycling and disposal by type

in tonnes [GRI G4-EN23, G4-EN25]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total waste produced	28,596	30,011	31,493	30,084	33,101
Scrap metal	17,063	17,507	18,533	17,566	18,885
Waste for recycling	26,984	27,864	29,310	28,655	31,619
Hazardous waste	1,109	1,305	1,167	1,363	1,347
Waste for disposal	1,612	2,147	2,183	1,430	1,482
Hazardous waste	1,235	1,762	1,653	920	762

The increase in total waste is caused by the increase in production across all plants, by the greater number of Miele employees and the increased construction activity. A greater number of defective products were created due to the production of new device generations and the associated changeover of production processes. This increased the volume of scrap metal in particular. In addition, waste from external services was increasingly disposed of through the Miele disposal systems. Finally, there were technical problems during the reporting period at the waste collection plant at the Gütersloh site. As a result, a large number of foils were misrouted.

Waste for recycling and disposal by type (solid/liquid)

in tonnes [GRI G4-EN23]

	2011/12	2012/13	2013/14	2014/15	2015/16
Solid waste for recycling	26,418	27,000	28,490	27,661	30,655
Liquid waste for recycling	566	864	819	994	964
Solid waste for disposal	873	833	840	754	1,165
Liquid waste for disposal	739	1,315	1,342	676	317

In total, approx. 96 percent of the waste produced at Miele can be recycled. For causes of the increase in the amount of waste, see [Waste for recycling and disposal by type](#). The quantities of liquid waste for disposal have decreased, as rinsing fluids from the wash cabinet production process for dishwashers have been recycled in a physicochemical process since the business year 2014/15 at the Bielefeld plant. By commissioning a water treatment plant for the production of dryer drums, the Uničov plant was able to avoid disposing of around 350 tonnes of oil-containing waste water per year.

Source areas of total waste

in tonnes [GRI G4-EN23]

	2011/12	2012/13	2013/14	2014/15	2015/16
Waste from production, product parts ¹⁾	24,273	26,082	27,502	26,039	27,872
Waste from operational plants, administration and development areas ²⁾	3,228	3,246	3,283	3,306	3,292
Waste from buildings, ground ³⁾	1,095	701	718	739	1,937

For causes of the increase in the amount of waste, see [Waste for recycling and disposal by type](#).

¹⁾A waste type is allocated to a source area if at least 80 percent of the waste type comes from the area concerned. Production waste includes: product and production parts such as scrap metal, foundry waste, acids, waste from the treatment of technical waste water and plastic parts.

²⁾Examples of waste from operational plants, administration and the development areas: scrap disposal of outdated production facilities, cable remains, spent oils, cardboard and paper, wood, pallets and general waste.

³⁾Waste from buildings and grounds includes, for example, building rubble, excavated soil, stones, neon tubes, flooring, waste from green areas and sewer cleaning, rubbish.

Production waste per tonne of product¹⁾

in kilograms [GRI G4-EN23]

	2011/12	2012/13	2013/14	2014/15	2015/16
	143	152	157	147	148

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

Destination of total waste

in tonnes [GRI G4-EN23]

	2011/12	2012/13	2013/14	2014/15	2015/16
Materials recycling, processing ¹⁾	25,102	25,523	26,789	26,305	29,200
Energy recovery, incineration ²⁾	1,538	1,796	2,115	1,774	1,976
Physicochemical treatment ³⁾	1,241	2,076	2,122	1,615	1,149
Dumping ⁴⁾	714	638	476	390	775

The share of waste for dumping increased in the business year 2015/16 as a result of the remediation of industrial flooring with asbestos in the course of the new build activities.

¹⁾ Recovery, conditioning methods, processing of sludge into building materials.

²⁾ Thermal recovery of highly calorific waste with a gross calorific value of > 11,000 kJ and special waste incineration.

³⁾ Treatment of waste from surface and waste water treatment, sewer-cleaning activities and emulsion drilling.

⁴⁾ Rubble and soil from construction work are normally disposed of at dumpsites.

Water consumption

in cubic metres [GRI G4-EN8]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	364,684	347,072	370,085	340,631	365,221
Water from the public system	220,605	183,080	210,963	205,160	224,470
Water from own supply	144,079	163,992	159,122	135,471	140,751
Surface water ¹⁾	0	0	0	0	0

Water consumption increased as a result of broken pipes during construction work to improve the water supply and as a result of the changeover of production processes.

¹⁾ Rainwater which is stored in cisterns or other similar containers and fed into a separate water system.

Water consumption per tonne of product

in cubic metres [GRI G4-EN8]

	2011/12	2012/13	2013/14	2014/15	2015/16
	2.15	2.02	2.11	1.92	1.94

Waste water

in cubic metres [GRI G4-EN22]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	327,077	299,857	336,474	316,084	336,094
Technical waste water ¹⁾	54,717	48,802	46,866	45,261	53,393
Other waste water ²⁾	272,360	251,055	289,608	270,823	282,701

Waste water quantities are not identical to the quantities of water withdrawn, since water evaporates in some technical processes. The increased amount of waste water in 2015/16 is due to increased water consumption caused by the increase in production.

¹⁾ Technical waste water is treated mechanically, chemically, or biologically before being discharged into the public sewer system.

²⁾ Standard household dirty water as an indirect discharge into the local sewer for local waste water treatment (the [Braşov plant](#) remains an exception).

Waste water per tonne of product

in cubic metres [GRI G4-EN22]

	2011/12	2012/13	2013/14	2014/15	2015/16
	1.92	1.74	1.92	1.78	1.79

Energy use and emissions

Energy consumption

in megawatt-hours [GRI G4-EN3, G4-EN6]

	2011/12	2012/13	2013/14	2014/15	2015/16
Direct energy consumption	52,778	57,876	51,390	50,723	51,647
Heating oil	1,051	834	653	569	382
Natural gas	51,727	57,042	50,737	50,154	51,265
Indirect energy consumption	179,690	185,272	172,156	172,666	179,343
District heating	38,729	42,149	33,429	34,643	34,093
Electricity	140,961	143,123	138,727	138,023	145,250
Total energy consumption	232,468	243,148	223,546	223,389	230,990

The demand for natural gas has increased, as heating oil has continually been replaced by natural gas. Other causes include the operation of two cogeneration plants in Bünde and the construction of new buildings. The increase in the electricity demand is a result of increased production and the extension of the reporting framework (plant located outside the Gütersloh site). An additional cause for the increased electricity consumption is the parallel operation of production plants when changing over the generations of washing machines.

Energy consumption per tonne of product

in kilowatt-hours [GRI G4-EN5]

	2011/12	2012/13	2013/14	2014/15	2015/16
	1,368	1,415	1,275	1,260	1,228

Energy mix¹⁾ of electricity purchased worldwide

as a percentage [GRI G4-EN3]

	2011/12	2012/13	2013/14	2014/15	2015/16
Renewable energy	22	37	36	28	28
Energy from fossil fuels	30	27	26	28	29
Nuclear energy	48	34	36	41	40
Other	1	2	3	3	3

¹⁾The energy mix illustrated here represents the mix of all electricity purchased by Miele. The individual energy mixes of local electricity providers were included in proportion to the providers' respective shares of the total Miele electricity supply.

Energy-related CO₂ emissions

in tonnes [GRI G4-EN15, G4-EN16]

	2011/12	2012/13	2013/14	2014/15	2015/16
Heating oil and natural gas	10,941	11,921	10,625	10,558	10,309
Electricity and district heating	40,848	42,217	38,100	40,817	42,189
Total	51,789	54,138	48,725	51,375	52,498

The increase in energy-related emissions is a result of the increased electricity consumption, see [energy consumption](#). In contrast to this development, specific energy-related emissions decreased per tonne of product (see the following table).

Energy-related CO₂ emissions per tonne of product

in kilograms [GRI G4-EN18]

	2011/12	2012/13	2013/14	2014/15	2015/16
Heating oil and natural gas	64	69	61	60	55
Electricity and district heating	240	246	217	230	224
Total	305	315	278	290	279

The corporate carbon footprint

in tonnes of CO₂ [GRI G4-EN15, G4-EN16, G4-EN17, G4-EN19]

	2011/12	2012/13	2013/14	2014/15	2015/16
Scope 1 – Direct CO ₂ emissions	17,725	18,392	16,912	16,635	16,395
Natural gas	10,661	11,756	10,457	10,381	10,207
Heating oil	280	165	168	177	102
Fleet	6,784	6,471	6,287	6,254	6,086
Scope 2 – Indirect CO ₂ emissions	40,848	42,217	38,100	40,817	42,189
Electricity	34,361	35,248	32,860	35,430	36,926
District heating	6,487	6,969	5,240	5,387	5,263
Scope 3 – Indirect CO ₂ emissions	36,435	38,261	42,446	45,305	48,826
Logistics	33,636	36,049	39,774	42,754	46,015
Outbound transport ¹⁾	28,953	31,152	35,531	38,456	41,303
Distribution in Germany	4,683	4,897	4,243	4,298	4,712
Business trips	2,799	2,212	2,672	2,551	2,811
Total CO ₂ emissions	95,008	98,870	97,457	102,757	107,410
CO ₂ emissions/employee	5.68	5.73	5.52	5.79	5.85
CO ₂ emissions/million euros of turnover	31.29	31.39	30.26	29.44	28.94
CO ₂ emissions/tonne of product	0.56	0.58	0.56	0.58	0.57

The corporate carbon footprint was compiled according to the standards of the Greenhouse Gas (GHG) protocol. The total emissions in the business year 2015/16 were 4.5 percent higher in comparison to the business year 2014/15. The main reason for this is the positive sales development, which led to an expansion of logistics activities and to an increase in transport-related CO₂ emissions. In particular, the increase in overseas sales led to a disproportionate increase in CO₂ emissions due to the longer transport routes. Electricity consumption at the sites also increased slightly due to higher production quantities and the parallel production of old and new washing machine series as part of the generational change – this is reflected in an increase in the energy-related CO₂ emissions.

¹⁾ Supply of subsidiaries or direct supply of international customers with finished products and spare parts from the central warehouse or directly ex works.

SO₂ and NO_x emissions¹⁾

in tonnes [GRI G4-EN21]

	2011/12	2012/13	2013/14	2014/15	2015/16
Direct emissions at the sites					
SO ₂ emissions	6	7	6	6	6
NO _x emissions	8	7	6	6	6
Indirect emissions from power generation					
SO ₂ emissions	72	73	82	79	86
NO _x emissions	128	133	149	153	155

¹⁾The emission factors for calculating the SO₂ and NO_x emissions are derived from publicly available sources.

Transport and logistics

Transport volume

in million tonne-kilometres and percentages [GRI G4-EN30]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	575.6	601.1	665.3	694.4	744.2
Outbound ¹⁾	528.3	552.1	618.7	646.8	692.7
By ship (%)	80.2	80.9	81.5	81.3	81.7
By lorry (%)	15.1	14.4	14.1	14.1	14.2
By rail (%)	4.0	3.9	3.4	3.3	3.0
By air (%)	0.6	0.8	1.0	1.3	1.1
Distribution Germany	47.3	49.1	46.6	47.5	51.5

The transport volume has continually increased in recent years. This is due to the positive sales development, especially in the overseas markets. The increase in air freight in 2014/15 is largely due to a single large air freight consignment by the Australian sales subsidiary. By checking all air freight, this proportion could be reduced again in the year 2015/16.

¹⁾Supply of subsidiaries or direct supply of international customers with finished products and spare parts from the central warehouse or directly ex works.

Transport-related CO₂ emissions – TTW¹⁾

in tonnes and percentages [GRI G4-EN17, G4-EN30]

	2011/12	2012/13	2013/14	2014/15	2015/16
Gesamt	33,636	36,049	39,774	42,754	46,015
Outbound	28,953	31,152	35,531	38,456	41,303
By ship (%)	66.9	65.9	65.1	62.5	64.3
By lorry (%)	25.7	25.3	24.1	23.4	24.2
By air (%)	7.3	8.4	10.5	13.8	11.2
By rail (%)	0.1	0.3	0.3	0.3	0.4
Distribution Germany	4,683	4,897	4,243	4,298	4,712

For causes of the increase in transport-related CO₂ emissions, see the corporate [carbon footprint](#).

¹⁾Tank-to-wheel representation.

CO₂ emissions of the Miele fleet – TTW¹⁾

in tonnes and percentages [GRI G4-EN15, G4-EN30]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	6,784	6,471	6,287	6,254	6,086
By car (%)	36.4	35.8	37.6	36.2	36.6
By LCV ²⁾ (customer service) (%)	61.5	62.0	60.3	61.9	61.3
By lorry (%)	2.2	2.2	2.1	1.9	2.1

The CO₂ emissions in the Miele fleet have been able to be continually reduced in recent years. This resulted from a consistent changeover to vehicles with low CO₂ emissions as new vehicles were purchased.

¹⁾Tank-to-wheel representation.

²⁾Light commercial vehicles.

Relative CO₂ emissions

in grams per kilometre [GRI G4-EN15, G4-EN30]

	2011/12	2012/13	2013/14	2014/15	2015/16
Cars	138	132	128	124	120
LCV ¹⁾ (customer service)	214	203	194	190	183

¹⁾Light commercial vehicles.

CO₂ emissions from business trips

with externally purchased transport services¹⁾, in tonnes [GRI G4-EN17, G4-EN30]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	2,799	2,212	2,671	2,551	2,811
Car	13	123	117	124	131
Rail ²⁾	-	-	-	-	16
Flights	2,660	2,089	2,554	2,427	2,664

In 2015/16, 1,744,705 CO₂-free passenger kilometres were covered in long-distance rail journeys. The CO₂ emissions for rail transport resulted from 251,477 passenger kilometres in short-distance journeys.

¹⁾ CO₂ emissions resulting from business trips with vehicles from the Miele fleet are recorded separately.

²⁾ In recent years, long-distance journeys by rail were CO₂-free as part of the "bahn.corporate" programme. Emissions arising from short-distance journeys were not recorded separately prior to 2016 and cannot be calculated in retrospect.

Using the job ticket for public transport for the Gütersloh and Bielefeld plants

Number

	2011/12	2012/13	2013/14	2014/15	2015/16
	1,218	955	957	940	915

Areas

Area covered and not covered by structures

in square metres

	2012/13	2013/14	2014 ¹⁾	2015	2016
Total	1,463,458	1,471,086	1,714,024	1,733,214	1,733,214
Area covered by structures	535,435	530,383	530,918	534,550	547,473
Area not covered by structures	928,023	940,703	1,183,106	1,198,664	1,185,741
Green areas	529,916	527,643	769,596	773,589	750,108
Surfaced area	398,107	413,060	413,510	425,075	435,633

New areas are always measured once a construction project is completed. The respective areas therefore only change on completion of construction activities. The increase in areas covered by structures in the 2016 calendar year is mainly a result of the construction of the new spare parts warehouse at the site in Gütersloh.

¹⁾ Area and time period for report changed in 2014. The areas are now reported on the basis of calendar years, as this complies with the public tax law. In addition, rented areas at the production sites are now also taken into account.

Investments and ongoing expenditures

Investments in environmental protection at the production plants

in thousands of euros [GRI G4-EN31]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	823	2,722	1,602	2,032	904
Waste management	115	13	13	20	72
Water pollution control	200	684	388	150	113
Climate protection/ energy efficiency	333	1,002	740	1,638	605
Noise control	7	1	22	0	23
Air pollution control	168	1,018	392	219	87
Nature conservation and landscape maintenance	0	4	48	5	5

Investments in environmental protection are subject to significant annual fluctuation as they include one-off investments in new plants and equipment based on current requirements.

Ongoing environmental expenditures at the production plants

in thousands of euros [GRI G4-EN31]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	6,552	6,777	7,365	6,841	6,711
Waste management	2,125	2,513	2,955	2,621	2,592
Soil remediation	394	282	123	99	132
Water pollution control	2,351	2,371	2,446	2,277	2,272
Noise control	101	92	74	62	61
Air pollution control	1,576	1,511	1,763	1,746	1,621
Nature conservation and landscape maintenance	4	8	4	36	33

People

Human resources management

The numbers refer exclusively to Germany, unless otherwise specified.

Employees

Number [GRI G4-LA1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Total	16,716	17,251	17,660	17,741	18,370
in Germany	10,327	10,379	10,411	10,346	10,326
Outside of Germany	6,389	6,872	7,249	7,395	8,044

Distribution of employees

as a percentage [GRI G4-10]

	2015/16
Sales subsidiary Germany	8
Production sites in Germany ¹⁾	48
Sales subsidiaries outside of Germany	32
Production sites outside of Germany	12

¹⁾ This also includes employees of central administration at the Gütersloh site.

Contract employees

Number and percentage

	2011/12	2012/13	2013/14	2014/15	2015/16
Number	374	400	332	453	498
Proportion of the entire workforce (%)	3.6	3.9	3.2	4.4	4.8 ¹⁾

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. These deviations are agreed with the works council in special regulations and employer/works council agreements.

Employee turnover¹⁾

[GRI G4-LA1]

	2011/12	2012/13	2013/14	2014/15	2015/16
Number of resignations	104	95	93	99	229
Rate of turnover (%)	1.01	0.92	0.89	0.96	2.22

The increase in the fluctuation rate in the business year 2015/16 is related to the merging of the German back-office operations in sales and service in Gütersloh.

¹⁾ Temporary employment contracts are not included. Terminations issued by the company are included in the calculation.

Ideas submitted as part of the suggestion scheme¹⁾

Number

2011/12	2012/13	2013/14	2014/15	2015/16
2,174	2,263	2,083	2,129	2,007

¹⁾ These figures refer to all German plants and distribution and service centres, excluding the Bünde and Arnberg locations of imperial-Werke, a Miele affiliate.

Total savings from implemented employee ideas¹⁾

in thousands of euros

2011/12	2012/13	2013/14	2014/15	2015/16
2,675	2,880	3,302	2,256	2,159

The three-year value (business year 2013/14 – 2015/16) of the implemented suggestions totalled 2.2 million euros in the business year 2015/16.

¹⁾ These figures refer to all German plants and distribution and service centres, excluding the Bünde and Arnberg locations of imperial-Werke, a Miele affiliate.

Vocational training and development

The numbers refer exclusively to Germany, unless otherwise specified.

Cost of vocational training and development

in millions of euros [GRI G4-LA9]

2011/12	2012/13	2013/14	2014/15	2015/16
16.4	16.7	16.5	16.8	17.6

The commercial and technical apprenticeship scheme, along with internal and external advanced training programmes, accounted for the largest portion of the expenses in the business year 2015/16. Additional expenses were incurred, for example, for initial training programmes and advanced customer service training.

Advanced training time frames

Number of hours per employee [GRI G4-LA9]

2011/12	2012/13	2013/14	2014/15	2015/16
8.4	5.1	6.2	7.1	7.1

The number of advanced training hours per employee has decreased from eight hours in 2011/12 to seven hours in 2015/16. Part of the reason for this is the increased use of e-learning components which supplement and/or replace the training phases requiring the learner's presence. The amount of time needed by employees to work through the e-learning components is not recorded.

Apprentices¹⁾

Number and percentage [GRI G4-10]

	2011/12	2012/13	2013/14	2014/15	2015/16
Number	496	487	483	481	472
Proportion (%)	4.8	4.7	4.6	4.7	4.6

¹⁾The reference date for each year is 1 September, as this date provides a better representation of actual apprentices figures than does the previous date of 30 June (business year end). The reason for this is that many apprentices have already completed their exams by the end of the business year and are therefore not formally considered apprentices, although they are still employed by the company and the new apprentices have not yet begun their programme.

Women and men in the technical and commercial apprenticeship scheme

as a percentage [GRI G4-10]

	2011/12	2012/13	2013/14	2014/15	2015/16
Technical apprenticeship					
Women	12	11	12	12	9
Men	88	89	88	88	91
Commercial apprenticeship					
Women	57	55	55	55	50
Men	43	45	45	45	50

Occupational health and safety

The figures on occupational health and safety refer to all production sites, the sales subsidiary in Germany and the five German distribution and service centres, four of which closed in the third quarter of 2015/16 and distribution and service was centralised in Gütersloh.

Reportable¹⁾ workplace and commuting accidents

Number [GRI G4-LA6]

	2011/12	2012/13	2013/14	2014/15	2015/16
Workplace accidents	161	161	236	177	174
Commuting accidents	44	50	48	44	46
Total	205	211	284	221	220

In the business year 2014/15, an employee was involved in a fatal traffic accident on their way to work in the Dongguan plant. As of business year 2013/14, accidents occurring at the German sales subsidiary and at the five German Sales and Service Centres are also being included.

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.

Reportable¹⁾ workplace and commuting accidents

Number per 1 million work hours (injury frequency) [GRI G4-LA6]

	2011/12	2012/13	2013/14	2014/15	2015/16
Workplace accidents	11.1	11.1	13.6	10.2	9.5
Commuting accidents	3.0	3.4	2.8	2.5	2.5
Total	14.1	14.5	16.3	12.7	12.1

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.

Reportable¹⁾ workplace and commuting accidents

Number per 1000 employees ("thousand-man rate") [GRI G4-LA6]

	2011/12	2012/13	2013/14	2014/15	2015/16
Workplace accidents	16.1	15.5	19.2	14.5	13.9
Commuting accidents	4.4	4.8	3.9	3.6	3.7
Total	20.5	20.4	23.1	18.1	17.6

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.

Lost days¹⁾ due to a workplace or commuting accident

Number [GRI G4-LA6]

	2011/12	2012/13	2013/14	2014/15	2015/16
Lost days due to a workplace accident	1,676	2,019	3,811	2,637	2,911
Lost days due to a commuting accident	636	952	1,331	1,125	995
Total	2,312	2,971	5,142	3,762	3,906

As of business year 2013/14, accidents occurring at the German sales subsidiary and at the five German Sales and Service Centres are also being included.

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

Training sessions on occupational safety

Number of participants

2011/12	2012/13	2013/14	2014/15	2015/16
643	684	896	1,725	1,215

In the business year 2015/16, a total of 1,215 employees underwent training on the topic of occupational safety. Participants included both managers and manufacturing employees.

Diversity and equal opportunity

The numbers refer exclusively to Germany, unless otherwise specified.

Employees according to age group

as a percentage [GRI G4-LA12]

	2015/16
< 30 years	14
30 to 50 years	48
> 50 years	38

Women and men in the Miele workforce in Germany

Number [GRI G4-LA12]

	2011/12	2012/13	2013/14	2014/15	2015/16
Women	2,393	2,404	2,404	2,399	2,289
Men	7,934	7,975	8,008	7,947	8,037

Women and men in the Miele workforce in Germany

as a percentage [GRI G4-LA12]

	2011/12	2012/13	2013/14	2014/15	2015/16
Women	23.2	23.2	23.1	23.2	22.2
Men	76.8	76.8	76.9	76.8	77.8

Women and men in management positions

as a percentage [GRI G4-LA12]

	2011/12	2012/13	2013/14	2014/15	2015/16 ¹⁾
Women	8	9	10	12	22
Men	92	91	90	88	78

¹⁾ From the business year 2015/16, the term “manager” applies to all management levels (M0–M5) globally. Previously, the term covered the Executive Board, company officials with power of attorney and authorised agents.

Employees with disabilities¹⁾

[GRI G4-LA12]

	2011/12	2012/13	2013/14	2014/15	2015/16
Number of employees with disabilities	469	471	480	582	578
Proportion of employees with disabilities (%)	5	5	5	6	6

¹⁾ The definition of “employees with disabilities” follows the legal definition of disability in social legislation – Article 2 of the Social Code (SGB) IX.

Full-time and part-time workers

[GRI G4-10]

	2011/12	2012/13	2013/14	2014/15	2015/16
Number of full-time workers	9,689	9,682	9,677	9,559	9,585
Proportion of full-time workers (%)	93.8	93.3	92.3	92.4	92.8
Number of part-time workers	639	697	735	787	741
Proportion of part-time workers (%)	6.2	6.7	7.1	7.6	7.2

Employees with and without flexitime

as a percentage

	2011/12	2012/13	2013/14	2014/15	2015/16
With flexitime	46.1	47.7	48.4	49.5	55.1
Without flexitime	51.9	52.3	51.7	50.5	44.9

Foreign employees in Germany¹⁾

[GRI G4-LA12]

	2011/12	2012/13	2013/14	2014/15	2015/16
Number	524	526	526	530	550
Proportion (%)	5.1	5.1	5.1	5.1	5.3

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

Social engagement

Amount of financial donations to charitable projects made by Miele & Cie. KG

in thousands of euros [GRI G4-EC1]

2011/12	2012/13	2013/14	2014/15	2015/16
207	154	277	215	181

Amount of financial donations to charitable projects made by the Miele Foundation¹⁾

in thousands of euros [GRI G4-EC1]

2012	2013	2014	2015	2016
100	97	81	81	94

Due to the unfavourable development of interest and the resultant lower revenue, the expenditure for public welfare reduced to 81,000 euros in the calendar years 2014 and 2015. The Foundation only invests its interest profit. The basic amount is 2.5 million euros.

¹⁾ Data for the Miele Foundation refers to calendar years.

Objectives

Comparing objectives

Miele reconsiders its objectives each year. Here, the degree of performance for the objectives drawn from the Sustainability Report 2015 is displayed. Some objectives have been completely fulfilled in the meantime, but with some delay.

-  Objective achieved
-  Objective partly achieved
-  Objective not achieved

Strategy and management

Strategic objective	Measures	Comment	Deadline/ Status
Sustainability strategy The Miele sustainability strategy is developed and implemented cyclically.	Annual strategy reviews including the involved functions	In the business years 2014/15 and 2015/16, the objectives, measures, and key figures of the Miele sustainability strategy were monitored and checked by the Technical Product Management and Environmental Office, taking into account all the departments involved. In addition, workshops were held in the reporting period on the internal evaluation of key sustainability topics, as well as external stakeholder surveys, see also the Strategy chapter .	30.06.2016 
Sustainability management The monitoring and reporting of important sustainability indicators has been optimised.	Expand the IT system for key figures for sustainability and use of targeted guidance of activities	The target was not fully reached by 30 June 2015. New key figures from the revised Miele sustainability strategy were recorded in the IT system on 30 June 2016 in order to capture the key figures for sustainability.	30.06.2015 
Management system Relevant management systems have been implemented and certified at all Miele sites.	Certify the Dongguan plant in accordance with the SA8000 standard	The target was delayed and achieved in November 2016. Certification started in the reporting period. The pre-audit and review documentation on SA8000 took place in September 2016.	31.12.2015 
Management system External auditing and re-certification of all European Miele sites in accordance with ISO 9001, ISO 14001, ISO 50001, OHSAS 18001 and SA8000	Auditing by an external certifier Issue a new certificate which is valid for 3 years from 15 December 2014	The Group certificate 9/14/18/50, which is valid from 15 December 2014 to 14 December 2017 is available to Miele.	14.12.2017 

Strategic objective	Measures	Comment	Deadline/ Status
Stakeholder dialogue Systematic stakeholder management processes have been introduced.	Observation of the stakeholder environment and regular communication with key stakeholders	Communication with key stakeholders has taken place. In addition, nine topic-specific telephone interviews were held for the Sustainability Report 2017, see the Strategy chapter .	30.06.2016 
Compliance Management Further improvements have been made to the existing compliance management system.	Implementation of educational software for the Miele Code of Conduct	The educational software for the Miele Code of Conduct was implemented.	30.06.2016 
	Introduction of educational software on the subject of competition and anti-trust legislation	The educational software on the subject of competition and anti-trust legislation was introduced.	30.06.2016 
	Introduction of compliance software on the topics of corporate environmental protection, energy, occupational health and safety and product-related regulations	The new compliance software on the topics of corporate environmental protection, energy, occupational health and safety and product-related regulations was introduced.	30.06.2016 
CR risk management Miele risk management has been expanded to include relevant sustainability aspects from the sustainability strategy.	Significant risks related to sustainability which could affect Miele will be identified, evaluated and integrated in the existing risk management system	This is continuously monitored. The target was achieved in the reporting period.	Continually 

Products

Strategic objective	Measures	Comment	Deadline/ Status
Products with optimised consumption The percentage of European washing machines, tumble dryers, dishwashers, cookers/ovens and refrigerators and freezers with the best energy efficiency rating is being further increased compared to business year 2013/14.	Offer highly efficient technologies in lower price ranges	<p>Washing machines From 63 % (2013/14) to 93 % (2015/16) at A+++</p> <p>Tumble dryers From 1 % (2013/14) to 8 % (2015/16) at A+++</p> <p>Dishwashers From 30 % (2013/14) auf 39 % (2015/16) at A+++</p> <p>Refrigerators and freezers From 8 % (2013/14) to 13 % (2015/16) at A+++</p>	30.06.2016 

Products

Strategic objective	Measures	Comment	Deadline/ Status
<p>Products with optimised consumption</p> <p>The range of models across all product categories with the best energy efficiency rating and which have an energy label (EU) is being further expanded compared to the business year 2013/14.</p>	<p>Continued development of existing technologies and the use of new technologies</p>	<p>The range of models with the highest energy efficiency rating was further extended in the reporting period across all product categories.</p>	<p>30.06.2016</p> <p></p>
<p>Products with optimised consumption</p> <p>More users of Miele washing machines are able to further reduce the amount of laundry detergent they use.</p>	<p>Expansion of the product line of automatic washing machines with automatic detergent dosing systems</p>	<p>The product line of automatic washing machines with automatic detergent dosing systems was further expanded. In the business year 2014/15, 15 % of the washing machines sold had TwinDos; in the business year 2015/16, this figure was 18 %.</p>	<p>30.06.2016</p> <p></p>
<p>Products with optimised consumption</p> <p>Increased numbers of Miele appliance users have the opportunity to actively and spontaneously reduce their consumption of resources even further.</p>	<p>Expansion of the line of appliances offered with the EcoFeedback function for a transparent display of current energy and water consumption depending on the programme selected</p>	<p>The proportion of washing machines sold with the EcoFeedback function was 34 % in the business year 2015/16; for tumble dryers, this figure was 20 % in the same time period.</p>	<p>30.06.2016</p> <p></p>
<p>Durability and reliability</p> <p>Long service life and reliability still provide a guaranteed contribution to resource conservation and climate protection, even in new model lines.</p>	<p>Carry out and publish a study on the ecological benefits of a long service life</p> <p>Proven appliance requirements, such as a service life of up to 20 years owing to appropriate construction and the use of high-quality materials are still a part of the process. Durability tests are continued as confirmation of the required properties.</p>	<p>A study on the ecological benefits of a long service life was carried out and published.</p> <p>The appliances continue to be built to last up to 20 years.</p>	<p>30.06.2016</p> <p></p>
<p>Operating comfort</p> <p>Uncomplicated and intuitive operability for various groups of Miele product users remains the standard in new model lines.</p>	<p>Design and develop simple, intuitive operation. Provide option for feedback from the device to the user, e.g. via acoustic or optical signals, and enable retrofitting in addition, if necessary.</p>	<p>Uniform device operation across all products is provided in new model lines. This also includes acoustic and optical signals.</p>	<p>30.06.2016</p> <p></p>

Strategic objective	Measures	Comment	Deadline/ Status
<p>Networking Domestic appliance networking enables convenience, safety and energy savings.</p>	<p>Expansion of the network capability of Miele products: the devices can be networked with other communication networks, components and products. The target here is also to reduce the primary energy consumption and CO₂ emissions for the entire system.</p>	<p>Numerous built-in appliances, washing machines, and tumble dryers, as well as many fridges, cooker hoods and hob units are network-enabled: for example, in the business year 2015/16, 60 % of all hob units and hoods were networked. Repurchasable WLAN modules, Con@ctivity 2.0 and ShopConn@ect increase the network capability and options for mobile application.</p>	<p>30.06.2016 </p>
<p>Pollutant-free products Continue to manufacture products free of critical substances in the future</p>	<p>As in the past, the internal guidelines (Miele plant standard) for limiting the use of substances is adapted in cycles to the level of expert knowledge.</p>	<p>The Miele plant standard was modified.</p>	<p>30.06.2016 </p>
<p>Resource-efficient products Products will continue to be durable, easy to repair, efficient and largely recyclable in the future.</p>	<p>The existing requirements continue to be acknowledged, the products are further developed within the scope of the options, and also improved in terms of resource efficiency as a result.</p>	<p>Miele continues to deal with conflicts of interest between targets including consumption efficiency, ease of recycling, design and customer requirements. For example, glass fronts are analysed in detail in terms of how easy they are to recycle.</p>	<p>30.06.2016 </p>
<p>Recycling/disposal Establish cradle to cradle when recycling Miele products in an environmentally friendly manner</p>	<p>Check the product-return solutions in light of the amendment to the ElektroG</p> <p>Monitor the closing of material cycles and initiate pilot projects</p>	<p>The amendment to the ElektroG was completed on 20 October 2015. In line with § 17 of the ElektroG, it is now obligatory for distributors (dealers) to return old devices depending on the area of sale, stock and logistics. Miele initiated a study in advance to check for a possible return by the dealer. The externally conducted study came to the conclusion that such solutions cannot be implemented in line with Miele's targets.</p> <p>The use of recyclable cast iron was successfully tested in the Miele foundry at the Gütersloh site. In particular, parts from washing machines were used to manufacture new cast-iron weights. The waste management service provider is registered as a Miele supplier for cast iron; further cooperation options are currently being tested.</p>	<p>30.06.2016 </p>

Supply chain

Strategic objective	Measures	Comment	Deadline/Status
High environmental and social standards Recognised environmental and social standards are complied with in the Miele supply chain.	Early warning indicators as part of a pilot project in the existing supplier management system, in order to identify risks in procurement and to evaluate them accordingly	The pilot project was completed. The early warning system is continued with approx. 2000 suppliers (manufacturing materials and non-manufacturing materials).	30.06.2016 

Processes

Strategic objective	Measures	Comment	Deadline/Status
Energy efficiency The specific energy consumption of 1368 kWh/t of product (2011/12) has decreased by 4 %.	Implementation of further site-specific individual measures from the analysis of potential, which was carried out in the business year 2012/13 for the infrastructure facilities such as heating and ventilation	The specific energy consumption could be further reduced: - From 52 kWh/item of product to 44 kWh/item of product; this corresponds to a reduction of 15 %. - From 1368 kWh/t of product to 1228 kWh/t of product; this corresponds to a reduction of 10 %. A reduction of the primary energy requirement by 4 % was also achieved.	30.06.2016 
CO₂ reduction The average CO ₂ emissions for the entire car and light commercial vehicle fleet are to be reduced by the business year 2020/21 to 110 g/km for cars and 165 g/km for LCV (light commercial vehicles).	Miele fleet changed to vehicles with low CO ₂ emissions as new vehicles are purchased. A progress check is carried out annually on 30 June.	Average CO ₂ emissions for the Miele car and LCV fleet were further reduced in the reporting period. For cars, the average CO ₂ emissions were 120 g/km in the business year 2015/16 (business year 2013/14: 128 g/km). For LCV, the average CO ₂ emissions were 183 g/km in the business year 2015/16 (business year 2013/14: 194 g/km). In the business year 2015/16, this value was 110 g/km for new cars and 161 g/km for new LCVs. The target is to reduce this value to 95 g/km for new cars and to 147 g/km for LCVs by the business year 2020/21.	30.06.2021
CO₂ reduction At least 80 % of the outbound shipping volume is carried using sea or rail transport, with a maximum of 1.5 % being carried by air freight.	Select environmentally friendly transport modes using the CO ₂ calculation tool in accordance with the Miele directive for choosing transport services. A progress check is carried out annually on 30 June.	With 1.1 % transport volume via air freight and 84.7 % via ship and rail, the target could be achieved in the business year 2015/16.	Continually 

Strategic objective	Measures	Comment	Deadline/ Status
<p>CO₂ reduction Company CO₂ emissions, which were at 556 kg/t of product (2011/12), have been reduced by 3 %.</p>	<p>Establish and implement all initiatives aimed at reducing CO₂ emissions, such as reducing the amount of energy used at company sites and engineering the low-carbon distribution of goods</p>	<p>Company CO₂ emissions have increased to 571 kg/t of product (2015/16) which is equivalent to 2 %. The reason for this increase was the positive sales development, which resulted in an expansion of logistics activities and therefore to an increase in transport-related CO₂ emissions. In particular, the increase in overseas sales led to a disproportionate increase in CO₂ emissions due to the longer transport routes.</p>	<p>30.06.2016 </p>
<p>Resource efficiency The mixed waste was reduced by 15 % compared to the business year 2012/13</p>	<p>Increase sorting rates for cardboard/paper and foils</p> <p>Optimise processes and container systems</p>	<p>Mixed waste increased by 13 % in total due to the increase in the cross-plant production volume and the number of employees, as well as an increase in construction activity, the change-over of device generations, and the misrouting of foils (caused by technical problems).</p> <p>Waste fractions such as plastic strapping and polystyrene were separated more successfully than in previous years; employee awareness is making an impact. Work continues to improve waste separation on site.</p>	<p>30.06.2016 </p>
<p>Resource efficiency Resource efficiency in administration has improved.</p>	<p>Check for applications for recycling paper or other environmentally friendly alternatives; subsequent preparation of a pilot phase</p>	<p>The printers/copiers at all German sites have been changed to recycling paper. Further areas of application for recycling paper are being tested.</p>	<p>30.06.2015 </p>

People

Strategic objective	Measures	Comment	Deadline/ Status
<p>Ensuring recruitment of young talent and providing them with qualifications Develop a concept for strategic personnel planning.</p>	<p>Carry out an age-structure analysis and resignation analysis for all sites</p>	<p>The analysis is completed. It led to strategic personnel planning which was conducted across Germany in 2016, with the aim of deriving a personnel portfolio for 2025. This portfolio will form the basis for the orientation of various HR disciplines. Planning should be conducted regularly. The idea behind this concept is still being developed.</p>	<p>30.06.2015 </p>
<p>Ensuring recruitment of young talent and providing them with qualifications Managers are more aware of the real impact of demographic change.</p>	<p>Hold workshops with plant and departmental management at the sites in order to develop ideas</p>	<p>The activities were not yet fully completed on 30 June 2016. The current activities now extend beyond the target, as the focus is not only on awareness, but also on developing strategic personnel planning at each plant for 2025 as a result; also see previous target.</p>	<p>30.06.2016 </p>
<p>Diversity and equal opportunity Requirements for the future advancement of women is established.</p>	<p>Questionnaire among female managers, engineers and candidates in the business year 2014/15</p> <p>Participation in the "Frauen-Karriere-Index" ("Women's Career Index"), a project funded by the German Federal Ministry of Family Affairs, Senior Citizens, Women and Youth with the aim of creating transparency on the issue of career advancement opportunities for women</p>	<p>In 2014, over 100 female specialists and managers were asked to describe their attitudes and expectations on the topics of work and career in order to guide the Germany-wide "Diversity: Focus on Women" project.</p> <p>Miele participates in the "Frauen-Karriere-Index" ("Women's Career Index") project.</p>	<p>30.06.2016 </p>
<p>Occupational health and safety Health promotion and the design of age-appropriate workplaces have been further improved and optimised.</p>	<p>Form project teams at all production sites on the topic of corporate health management</p> <p>Introduce the "Körperliche Fitness" ("Physical fitness") concept with an external partner (calculate Work Ability Index, diagnostics and analysis, develop individual training plans for employees)</p> <p>Conduct an employee questionnaire on the topic of health together with an external partner</p> <p>Offer various options for advice and information events/materials</p>	<p>Since then, organisational structures for corporate health management have been created and projects have begun at all German Miele plants, see also People chapter.</p>	<p>30.06.2016 </p>

Strategic objective	Measures	Comment	Deadline/ Status
<p>Occupational health and safety</p> <p>The company's IF – injury frequency (not including commuting accidents) – has been reduced by 10 % compared to the business year 2011/12.</p>	<p>Update hazard analyses and analyse accidents intensively</p>	<p>The injury frequency of 11.1 (business year 2011/12) was reduced by 14 % to 9.5 (business year 2015/16).</p>	<p>30.06.2016</p> <p></p>
<p>Awareness for sustainability</p> <p>Miele employees are aware of sustainability issues.</p>	<p>Optimise internal communication on the sustainability strategy, including exchanging information on lighthouse projects at the various sites and on company sustainability activities across the plants</p>	<p>The Sustainability Action Team was founded. Meetings were held between the Technical Product Management and Environmental Office (TPE) and specialist departments in order to establish a strategy. This contributed to awareness of this topic. Plant meetings, notices and news on the intranet covering, for example, mobility management topics, recycling paper, or the natural design of company groundsall increased awareness.</p>	<p>30.06.2016</p> <p></p>
<p>Employee satisfaction</p> <p>Miele employees value the company as an employer that acts with integrity.</p>	<p>Continue employee questionnaires (Employee Engagement Survey) at the sales subsidiaries</p> <p>Follow-up questionnaires in the business year 2015/16</p>	<p>Recently, an employee questionnaire was conducted in Germany with a focus on corporate health management in Germany. Global follow-up questionnaires are being planned.</p>	<p>30.06.2016</p> <p></p>
<p>Promotion of community</p> <p>Company involvement in the areas of learning/ education and art/ culture will continue at its current level.</p>	<p>Further support for projects/facilities for children and young people in the district of Gütersloh, support for not-for-profit facilities, support for the Studiefonds OWL scholarships, financing the holiday games through the Miele Foundation</p>	<p>In the reporting period, numerous projects and facilities were once more supported in the areas of learning/education and art/culture, see People chapter.</p>	<p>Continually</p> <p></p>

New objectives

with time frame up to 2025

Cluster/issue	Strategic objective
Management & processes	<p>The long-term financial success of Miele is ensured through sustainability.</p> <p>Miele is recognised and valued worldwide as the most sustainable company in the industry. Sustainability is an integral part of its brand identity.</p>
Stakeholder dialogue	<p>Sustainability communication with stakeholders is tailored to the target audience and international.</p>
Risk management	<p>In addition to legal requirements, risk management also takes into account the expectations of stakeholders.</p>
Products & services	<p>Miele appliances are the benchmark for sustainable product design and holistic efficiency.</p> <p>Miele is the industry leader in terms of product innovations and business models with a focus on sustainability.</p> <p>Trust in Miele is secured, even in an interconnected world.</p>
Supply chain & production	<p>Minimising supply risks and full compliance with environmental and social standards</p> <p>Miele is the sector leader for environmental performance, in particular for CO₂ emissions, energy efficiency and resource efficiency.</p>
Employees & society	<p>Miele is considered a role model when it comes to balancing work life and family.</p> <p>Miele sets an example for occupational health and safety.</p> <p>Miele ensures the recruitment of young talent and the opportunity for qualifications at all locations.</p> <p>Diversity is made possible through respect and equal opportunity.</p> <p>Employees and managers are aware of and engaged in sustainable behaviour based on values.</p> <p>Miele helps to maintain a sound, attractive environment at all locations.</p>

Dialogue

Overview of stakeholder engagement

[GRI G4-24, G4-26, G4-27]

Form of dialogue	Topics	Measures
<p>Customers</p> <ul style="list-style-type: none"> • Continuous dialogue with customers of domestic appliances and commercial equipment via Miele Customer Service and sales talks • Customer hotline • Private and commercial customer surveys by in-house market research; on the topic of sustainability within the framework of the strategy update • Usability tests in the test studio 	<ul style="list-style-type: none"> • Product quality/durability • Consumption efficiency • Dealing with own employees as well as work practices • Product origin • Compliance with human rights • Enquiries from customers and institutes in the 2015/16 business year including the following topics: current changes within the EU RoHS and REACH directives; microfibre inputs from washing machines; waste electrical and electronic equipment (WEEE) returned goods/distributor obligations 	<p>Products chapter</p> <p>People chapter</p> <p>Supply chain chapter</p>
<p>Dealers</p> <ul style="list-style-type: none"> • Continuous dialogue with dealers of domestic appliances and commercial equipment, especially concerning customer requirements 	<ul style="list-style-type: none"> • Product quality and durability • Consumption efficiency • Dealing with own employees, work practices • Product origin • Compliance with human rights in the supply chains 	<p>Products chapter</p> <p>People chapter</p> <p>Supply chain chapter</p>

Form of dialogue	Topics	Measures
<p>Suppliers and service providers</p> <ul style="list-style-type: none"> • Joint elaboration of concepts and proposals for solutions in working groups, several times a year • Regular exchange with employees of the purchasing department • Exchange in the context of audits and training • Supplier and service provider surveys on the topic of sustainability within the framework of the strategy update • Product innovation workshops 	<ul style="list-style-type: none"> • Implementing environmental and social standards in the supply chain • Environmental protection in the entire product life cycle, in particular for energy efficiency • Common solutions for the implementation of different directives 	<p>Products chapter</p> <p>Supply chain chapter</p>
<p>Employees</p> <ul style="list-style-type: none"> • Involvement in important decisions through worker participation policy • Regular employee meetings • Corporate suggestion scheme/idea management • Employee surveys • Complaints office • “Apprenticeship Open Days” at the Gütersloh, Bielefeld and Oelde plants • Girl’s Days 	<ul style="list-style-type: none"> • All employee needs 	<p>People chapter</p>
<p>Associations and interest groups</p> <ul style="list-style-type: none"> • Membership and active participation in national and international associations and interest groups, such as the German Central Association of the Electrical and Electronics Industry (ZVEI) and CECED • Conference participation 	<ul style="list-style-type: none"> • The focus is on sector-specific EU regulations in the fields of energy and performance, safety, substances and materials, disposal and general environmental issues. 	<p>Products chapter</p>
<p>Science and research</p> <ul style="list-style-type: none"> • Long-standing collaboration with various scientific institutions such as the universities in Bielefeld, Paderborn and Munich, as well as the Fraunhofer-Gesellschaft on issues such as product development and optimisation • Commissioning of studies on specialist topics • General exchange/Oeko-Institut 	<ul style="list-style-type: none"> • Investigating, for example, ways to make washing machines and tumble dryers even more energy-efficient, along with the components and sensors they require. • Further topics include resource management as well as management systems and certifications. • Life cycle assessments/studies 	<p>Miele adopts the research results as solutions for operational practice.</p> <p>Products chapter</p>

Form of dialogue	Topics	Measures
<p>Non-governmental organisations</p> <ul style="list-style-type: none"> Dialogue with non-governmental organisations (NGOs) on relevant topics in the sector 	<ul style="list-style-type: none"> Energy and water consumption of the appliances, waste water contamination (for example, with detergents), disposal of refrigerators In addition, NGOs address the extraction and processing of the raw materials used. Depending on the country of origin, the focus is on environmental issues such as the protection of water reserves and the management of soils/land, as well as compliance with labour and human rights. 	<p>Supply chain chapter</p> <p>Environment chapter</p> <p>Products chapter</p>
<p>Local communities</p> <ul style="list-style-type: none"> Close and direct exchange with the citizens at the locations and at cooperations/events Social engagement at the locations 	<ul style="list-style-type: none"> Maintaining local jobs Cultural engagement 	<p>Miele is a major taxpayer and employer at its locations.</p> <p>People chapter</p>
<p>Policy makers and legislators</p> <ul style="list-style-type: none"> Continuous dialogue with policy makers at national and European level by participating in committees, working groups and conferences International dialogue with the sales subsidiaries, which in turn are represented in working groups and committees Dialogue at the regional level, characterised by personal exchange 	<ul style="list-style-type: none"> Energy efficiency and resource conservation Occupational safety and product safety 	<p>Strategy chapter</p>
<p>Society/public/media</p> <ul style="list-style-type: none"> Answering questions on sustainability topics Active sustainability communication Sustainability reporting 	<ul style="list-style-type: none"> Product topics, e.g. environmental aspects, recycling/disposal Employee topics Supply chain topics Site-specific topics 	<p>Queries are answered as soon as possible. If necessary, the specialist departments are consulted for this purpose.</p>

Miele's membership

of sustainability-related organisations

[GRI G4-16]

Organisation	Function/committee	Main focus(es)
B.A.U.M.	Member of the supporting group	
Bundesverband der Deutschen Industrie (BDI – Federation of German Industries)	Chair of the product testing working group Participation in the subcommittee on environmental product policy Board member of the Committee for Consumer Goods and Consumer Policy Participation in working groups	Sustainability management
Bundesverband für Materialwirtschaft, Einkauf und Logistik (Association for Supply Chain Management, Procurement and Logistics)	Member	Purchasing, logistics, climate protection, resource efficiency
Bundesvereinigung Logistik (German Logistics Association)	Member	Logistics, climate protection
Deutsche Kommission Elektrotechnik Elektronik Informationstechnik (DKE – German Commission for Electrical, Electronic & Information Technologies)	Member Chairing and participating in committees and working groups	Product safety Energy efficiency Dust emissions Recycling
Deutsches Institut für Normung (DIN – German Institute for Standardization)	Participation in working groups	Principles of barrier-free design Hygiene requirements Care labelling for textiles Acoustics
Deutscher Verein des Gas- und Wasserfaches (DVGW – German Association of Gas and Water Specialists)	Participation in working groups	Water safety, gas applications

Organisation	Function/committee	Main focus(es)
European Committee of Domestic Equipment Manufacturers (CECED)	Presidency Member of all management committees Spokesman of the Technical Committee Participation in working groups	Control of the association work Coordination of the association work Technical regulation Corporate Social Responsibility Ecodesign/energy label Energy labelling market surveillance Smart Grid Product safety Materials usage and waste Operation adapted to the needs of the disabled (usability, disability) Fair Trade
European Committee for Standardization (CEN)	Participation in working groups	Performance of disinfectors, gas applications
European Committee for Electrotechnical Standardization (CENELEC)	Participation in committees and working groups	Product safety, energy efficiency, noise, environment
French Association of Manufacturers of Household Appliances (GIFAM)	Presidency	Customer communication and awareness, for example during the national “maintenance day”
Industrie- und Handelskammer Bielefeld (IHK – German Chamber of Commerce and Industry)	Participation in the exchange of experiences and in the Environmental Committee	
Institute for Productivity and Quality (IPQ)	Head of the technical group for quality management	
International Electrotechnical Commission (IEC)	Chair of committees and working groups as well as participation	Product safety Energy efficiency Smart Grid Dust emissions Accessibility and usability Noise
North Rhine-Westphalian (NRW) climate protection dialogue	Participation in working groups	Climate protection strategy

Organisation	Function/committee	Main focus(es)
The German Brands Association	Vice-Presidency Participation in working groups	Sustainability
NVMP/Witgoed foundation	Presidency (foundation)	Disposal, recycling economy
Ministry for Environment, Energy and Climate Protection (Lower Saxony)	Participation in working groups	Electrical appliances and product responsibility
stiftung elektro-altgeräte register (ear – German National Register for Waste Electric Equipment)	Deputy chair Product Range Association Participation in working groups Advisory board member	Disposal of waste electrical and electronic equipment (WEEE)
Umweltinitiative der Wirtschaft im Kreis Gütersloh (environmental business initiative in the district of Gütersloh)	Founding member Executive Board (spokesman of the initiative)	Climate protection, resource efficiency, energy efficiency
Zentralverband Elektrotechnik- und Elektronikindustrie (ZVEI – German Central Association of the Electrical and Electronics Industry)	Executive Board member; Board for environmental, energy and climate policies Participation in board meetings Chairmanship and participation in working groups (chair of the “Task Force for Disposal of Household Appliances”) Chair of the working group Participation in working groups Chair of the trade association	Disposal of waste electrical and electronic equipment (WEEE) Environmentally friendly design of electrical products Disposal and environment, electrical household appliances Corporate Social Responsibility Product-related environmental protection Energy efficiency Environmental protection Chemicals policy Technical regulation on product safety Large electrical household appliances

GRI Index

Miele's 2017 Sustainability Report meets the core requirements ("Core" option) of the internationally recognised G4 Guidelines issued by the Global Reporting Initiative (GRI). [GRI G4-32]

Information that is required for fulfilling the indicators is available on the linked pages. Where an indicator is not completely covered by this information, we have included supplementary data directly in the Index.

General standard information

GRI indicator	References	Comments	
STRATEGY AND ANALYSIS			
G4-1	Statement by the most senior decision-maker in the organisation	Foreword	
G4-2	Impacts, risks and opportunities	Sustainability strategy Sustainability objectives Sustainability risks	Further information on the effects, approach and goals can be found in each chapter.
ORGANISATIONAL PROFILE			
G4-3	Organisation's name	The Miele Group	
G4-4	Primary brands, products and services	Product groups	
G4-5	Location of the organisation's headquarters	The Miele Group	
G4-6	Countries where the company has significant operations	Locations	
G4-7	Nature of ownership and legal form	The Miele Group	Since its founding in 1899, Miele has been owned by the Miele family (51 percent) and the Zinkann family (49 percent).
G4-8	The markets served	Sales by regions Facts & Figures > Company > Sales by regions	

GRI indicator	References	Comments
G4-9 Scale of the organisation	Miele at a glance Organisation Facts & Figures > Company	As a family-owned company with the legal form of a “Kommanditgesellschaft” (private limited partnership), Miele does not issue any information regarding total capitalisation.
G4-10 Total workforce	The Miele Group Organisation Facts & Figures > Apprentices Facts & Figures > Full & Part-Time Employment	The breakdown of workforce figures by category and gender required for full compliance with this indicator and figures from our international offices are not currently used by HR management for steering purposes. Staff levels do not fluctuate on a season-by-season basis.
G4-11 Percentage of employees covered by collective bargaining agreements	Employee co-determination	
G4-12 Description of the supply chain	Value chain Natural resources & materials Facts & Figures > Supplier management	
G4-13 Significant changes during the reporting period	About the report Structural change Distribution logistics	
G4-14 Application of the precautionary approach	Sustainability management The remit (Environment) Products free of harmful substances	
G4-15 Commitments to external initiatives	Internal and external guidelines and standards	
G4-16 Memberships of associations or advocacy organisations	Committee and association work Facts & Figures > Miele’s memberships	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17 List of all entities included in the financial statements/ scope of reporting	About the report	The entities included in the sustainability report deviate from those in the consolidated financial statements and annual financial statements, particularly the information on foreign subsidiaries provided as an example (see consolidated annual statements and annual accounts).
G4-18 Definition of the report content	Materiality process	
G4-19 List of all material aspects	Materiality analysis 2014	
G4-20 Material aspects within the organisation	Value chain Materiality analysis 2014	In general, material aspects within the organisation are relevant to all locations, unless specified in the text.

GRI indicator		References	Comments
G4-21	Material aspects outside the organisation	Value chain Materiality analysis 2014	The presentation of material aspects along the value chain indicates the phase in which these are relevant. If an aspect is only relevant for a certain geographical region or stakeholder group, it is specified in the text.
G4-22	Restatements – comparison with previous reports		In cases where the presentation format has been modified, it is specified in the text.
G4-23	Significant changes from the reporting scope and aspect boundaries		If the report boundaries, methods of measurement or reporting periods have changed, it is specified in the text.
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups engaged by the organisation	Process 2014 Stakeholder engagement Facts & Figures > Overview of stakeholder engagement	
G4-25	Identification and selection of stakeholders	Stakeholder engagement	
G4-26	Type and frequency of stakeholder engagement	Materiality process Expert interviews Stakeholder management Facts & Figures > Overview of stakeholder engagement	
G4-27	Key topics raised by stakeholders	Expert appraisal Major areas of focus in the reporting period Facts & Figures > Overview of stakeholder engagement	
REPORT PROFILE			
G4-28	Reporting period	About the report	
G4-29	Date of most recent previous report	About the report	
G4-30	Reporting cycle	About the report	
G4-31	Contact person	Imprint	
G4-32	GRI Index	Facts & Figures > GRI Index About the report	
G4-33	Assurance		External assurance for the report has not been sought and is not yet planned.

GRI indicator	References	Comments
GOVERNANCE		
G4-34	The organisation's governance structure	Executive Board Sustainability: systematic control
G4-36	Responsibility for economic, environmental and social issues	Sustainability: systematic control
ETHICS AND INTEGRITY		
G4-56	The organisation's values, principles and standards	Philosophy Internal and external guidelines and standards
G4-57	Mechanisms for seeking advice on ethical and lawful behaviour	Compliance management
G4-58	Mechanisms for reporting concerns about unethical or unlawful behaviour	Compliance management

Specific standard disclosures

GRI indicator		References	Comments
ECONOMIC			
Management approach: Economic performance		Locations Vocational training	
G4-EC1	Direct economic value generated and distributed	Donations during the reporting period Facts & Figures > Company Facts & Figures > Social engagement	Miele has recorded investments in the community as voluntary donations.
G4-EC2	Financial implications and other risks and opportunities resulting from climate change	Sustainability risks	
G4-EC3	Coverage of the organisation's defined benefit plan obligations	Social benefits Facts & Figures > Pension provisions	
G4-EC4	Financial assistance received from government		Miele applies for the proportional reimbursement of power and energy tax for the production industry. For certain processes and methods (including generating own power in combined heat and power units), Miele applies for full tax relief on power and energy. This is based on the period of purchase/consumption. It received tax relief of € 994,000 in 2014. Tax relief amount to € 1,055,000 in 2015.
Management approach: Market presence		Miele at a glance Social engagement	See management approach Economic performance
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage	Remuneration	As a party to collective wage agreements, Miele is obliged to pay the agreed wages. In Germany, this concerns 90 % of the workforce in all plants and in the central office. 10 % of the workforce are paid wages outside the scope of the agreed wage, in other words they receive more than the agreed wage.
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation		Miele does not use the proportion of local managers for central steering purposes so this figure is not recorded.

GRI indicator		References	Comments
Management approach: Indirect economic impact			Through a regular dialogue with community stakeholders, policy-makers and unions, Miele is able to observe the indirect consequences of the company's business activity. A comprehensive, systematic analysis has not been conducted by Miele. See management approach Economic performance for further information.
G4-EC8	Indirect economic impacts	Locations Sustainable innovation Design	See management approach Indirect economic impacts
Management approach: Procurement practices		Supply chain Supplier management Natural resources & materials	The approach is monitored and enhanced on an ongoing basis. Systematic evaluation has yet to take place in any of the areas required under the GRI.
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Procurement Facts & Figures > Purchasing volume	Miele reports company-wide purchasing volumes by region.
ENVIRONMENTAL			
Management approach: Materials		Integrated management system Environment management Natural resources & materials Facts & Figures > Strategy	
G4-EN1	Materials used by weight or volume	Use of resources and materials Facts & Figures > Natural resources & materials	
G4-EN2	Percentage of materials used that are recycled input materials	Use of materials	The percentage of materials that are recycled input materials can only be measured for certain materials. This figure is not available for all materials used.
Management approach: Energy		Integrated management system Certified management systems Energy use & emissions Networks for increased energy efficiency Saving energy EU energy regulations	
G4-EN3	Energy consumption within the organisation	Energy Alternative energy concepts Facts & Figures > Energy use & emissions	Miele records energy consumption in megawatt hours (MWh). One MWh is equivalent to 3.6 gigajoules (GJ).

GRI indicator	References	Comments
G4-EN4 Energy consumption outside of the organisation	Facts & Figures > Consumption efficiency	A key factor in energy consumption is the products' usage phase (see G4-EN7). Furthermore, Miele calculates the CO ₂ emissions generated by power consumption (see G4-EN16) and transport (see G4-EN17). Miele has yet to record any further energy consumption outside the organisation.
G4-EN5 Energy intensity	Energy Facts & Figures > Energy consumption per tonne of product	
G4-EN6 Reduction of energy consumption	Energy Energy efficiency Facts & Figures > Energy consumption	
G4-EN7 Reductions in energy requirements of products and services	Domestic appliances Facts & Figures > Products	
Management approach: Water	Integrated management system Environment management	
G4-EN8 Total water withdrawal by source	Water consumption Facts & Figures > Water consumption	
G4-EN9 Water sources significantly affected by withdrawal of water	Water consumption	The water sources used by Miele are not significantly affected by the withdrawal of water.
Management approach: Emissions	Integrated management system Environment management Energy use & emissions Networks for increased energy efficiency Germany: return to producer	Miele primarily contributes to protecting the environment by improving energy efficiency. GHG emissions are offset in individual cases, e.g. emissions that are generated during the disposal of Miele sales and transport packaging or on business trips using Deutsche Bahn railway network.
G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1)	Carbon footprint Miele fleet Facts & Figures > Energy-related CO₂ emissions Facts & Figures > The corporate carbon footprint Facts & Figures > CO₂ emissions of the Miele fleet – TTW	The carbon footprint only takes CO ₂ emissions into account. Further GHG emissions and volatile CO ₂ emissions have yet to be recorded. Biogenic CO ₂ emissions are not relevant at Miele as no biogenic fuels are used.

GRI indicator	References	Comments
G4-EN16 Indirect greenhouse gas (GHG) emissions (Scope 2)	Carbon footprint Facts & Figures > Energy-related CO₂ emissions Facts & Figures > The corporate carbon footprint	For further information see G4-EN15: Direct GHG emissions
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)	Carbon footprint Transport Workforce mobility Facts & Figures > The corporate carbon footprint Facts & Figures > Transport-related CO₂ emissions – TTW Facts & Figures > CO₂ emissions from business trips	For further information see G4-EN15: Direct GHG emissions
G4-EN18 Greenhouse gas (GHG) emissions intensity	Carbon footprint Facts & Figures > Energy-related CO₂ emissions per tonne of product	For further information see G4-EN15: Direct GHG emissions
G4-EN19 Reduction of greenhouse gas (GHG) emissions	Energy efficiency Facts & Figures > The corporate carbon footprint	Miele primarily contributes to protecting the environment by improving energy efficiency. As a result, a total of 1,200 tonnes of CO ₂ could be saved during the reporting period.
G4-EN20 Emissions of ozone-depleting substances	Other emissions	Miele does not manufacture, import or export ozone-depleting substances.
G4-EN21 NO _x , SO _x and other significant air emissions	Other emissions Facts & Figures > SO₂ and NO_x emissions	The foundry and surface treatment plants in Gütersloh are subject to the reporting requirements of the German Pollutant Release and Transfer Register (PRTR). The foundry falls below the dust limits (10 mg/cbm air emissions) by around 70 %.
Management approach: Effluents and waste	Integrated management system Environment management	
G4-EN22 Total water discharge by quality and destination	Waste water Facts & Figures > Waste water	
G4-EN23 Total weight of waste by type and disposal method	Waste avoidance Facts & Figures > Resource management	By selecting and monitoring its waste disposal service providers, Miele is able to influence the disposal methods and their quality.

GRI indicator	References	Comments
G4-EN24 Total number and volume of significant spills		No significant spills took place at any of the production sites during the reporting period.
G4-EN25 Weight of transported, imported, exported, or treated hazardous waste	Waste avoidance Facts & Figures > Waste for recycling and disposal by type	
Management approach: Products and services	Integrated management system Environment management Product portfolio & quality Development & innovation Recycling & disposal	
G4-EN27 Extent of impact mitigation of environmental impacts of products and services	Domestic appliances Longevity Products free of harmful substances Development & innovation Commercial customers Recycling & disposal Natural resources & materials Facts & Figures > Consumption efficiency	Examples of the most important measures are explained in the report.
G4-EN28 Reclaimed products and packaging materials	Returns and disposal Germany: return to producer	In terms of products, Miele focuses on its main sales market, Germany. For this sales market, the percentage of packaging reclaimed does not have to be recorded for the specific manufacturer as reclaiming takes place on a collective basis with other manufacturers. The company is unable to make any significant statement on an international level based on the information available.
Management approach: Compliance	Environmental protection and energy management	
G4-EN29 Significant fines and total number of non-monetary sanctions	Environmental protection and energy management	There were no infringements of environmental regulations by the company in the reporting period.
Management approach: Transport	Transport & Logistics Transport Transport vehicles	

GRI indicator	References	Comments
G4-EN30 Significant environmental impacts of transporting products and other goods and materials	Transport Miele fleet Facts & Figures > Transport & Logistics	
Management approach: Overall	Environment management	
G4-EN31 Environmental protection expenditures and investments	Facts & Figures > Investments and ongoing expenditures	
Management approach: Supplier environmental assessment	Integrated management system Natural resources & materials Supplier management	No potential environmental impacts have been systematically recorded in the supply chain nor any real impacts caused by links either side of our direct suppliers.
G4-EN32 Percentage of new suppliers that were screened using environmental criteria	Selecting new suppliers	All potential suppliers are required to complete a self-assessment, which contains criteria on environment management and climate protection. All production material suppliers considered for a business relationship are also subjected to a short on-site audit.
G4-EN33 Significant negative environmental impacts in the supply chain	Natural resources & materials Selecting new suppliers Environmental standards Risk management	Miele checks for compliance with environmental criteria during its supplier assessment. Miele does not publish the detailed results. An environmental compatibility inspection does not form part of this check.
Management approach: Environmental grievance mechanisms	Complaints management	The complaints office's main purpose is to record complaints related to the company but not activities concerning its direct suppliers. The approach is monitored and enhanced on an ongoing basis. Systematic evaluation involving stakeholders has yet to take place.
G4-EN34 Grievances about environmental impacts	Complaints management	No significant complaints concerning environmental emissions were received in the reporting period. Two minor complaints about noise due to activities at night, as well as from construction vehicle, were dealt with immediately, and their causes have been remedied.
SOCIAL: LABOUR PRACTICES AND DECENT WORK		
Management approach: Employment	Supplier management Social standards HR management	

GRI indicator	References	Comments
G4-LA1 Total number of new employee hires and employee turnover	Employee integration Facts & Figures > HR management	The evaluation and publication of information on employee turnover and new employees by age, gender, region is not relevant for governance at Miele so these figures are not recorded.
G4-LA2 Benefits provided to full-time employees	Social benefits	
G4-LA3 Return to work and retention rates after parental leave	Flexible working hours	The number of employees entitled to parental leave is not currently recorded.
Management approach: Labour/management relations	Employee co-determination	
G4-LA4 Minimum notice periods regarding operational changes	Employee co-determination	In German company locations, minimum periods of notice for informing the works council regarding measures affecting the workforce are regulated in the Works Constitution Act. Miele Executive Board goes beyond the statutory requirements, working closely with the works councils and providing extensive information concerning all relevant decisions, developments and processes.
Management approach: Occupational health and safety	Integrated management system Occupational health & safety Miele family service Facts & Figures > Audit of the integrated management system	
G4-LA5 Percentage of workforce represented in health and safety committees	Organisation	
G4-LA6 Rates of injury, occupational diseases, lost days and total number of work-related fatalities	Steering Facts & Figures > Occupational health & safety	The figures on injuries, occupational diseases, lost days and absenteeism have never been broken down by gender or region as they are not used for central steering purposes. Accident statistics are based on the regulations issued by the German Social Accident Insurance (DGUV), Directive 1.
G4-LA7 Workers with high incidence or high risk of diseases	Steering	

GRI indicator	References	Comments
G4-LA8 Health and safety topics covered in formal agreements with trade unions		Agreements signed with the trade unions in Germany, Austria and the Czech Republic also cover occupational safety. Joint occupational health and safety inspections are also carried out. In addition, there is a works council committee on occupational health and safety, a general works agreement on VDU work and a company agreement on protective clothing/work clothing.
Management approach: Training and education	Vocational training and development	
G4-LA9 Average hours of training	Professional development Facts & Figures > Vocational training & development	The breakdown of training hours by employee category and gender required for full compliance with this indicator is not currently used centrally for steering purposes. For this reason, these figures are not recorded.
G4-LA10 Programmes for skills management and lifelong learning	Structural change Professional development	Miele does not have any rules on sabbaticals.
G4-LA11 Percentage of employees receiving regular performance and career development reviews		All employees are entitled to an annual employee review. The number of employee reviews actually performed is not recorded.
Management approach: Diversity and equal opportunity	Integrated management system Diversity & equal opportunities	The approach is monitored and enhanced on an ongoing basis. Systematic evaluation has yet to take place in any of the areas required under the GRI.
G4-LA12 Composition of governance bodies and breakdown of employees by indicators of diversity	Governance Women in management Facts & Figures > Diversity & equal opportunities	The breakdown of employees by minority status and other diversity indicators required for full compliance with this indicator is not currently used centrally for steering purposes. For this reason, these figures are not recorded. The same applies to the breakdown of employees by age groups and gender at locations outside of Germany. During the reporting period, the Executive Board was made up of five members, none of whom were women. Two of the members were between the age of 30 and 50 and three were over the age of 50.
Management approach: Equal remuneration for women and men	Diversity & equal opportunities Remuneration	
G4-LA13 Ratio of basic salary and remuneration of women to men	Diversity & equal opportunities Remuneration	

GRI indicator		References	Comments
Management approach: Supplier assessment for labour practices		Integrated management system Natural resources & materials Supplier management Social standards	Status is the same as the management approach for Supplier environmental assessment
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Selecting new suppliers Facts & Figures > Self-assessment on compliance with social standards by potential suppliers	Approach is the same as indicator G4-EN32: Percentage of new suppliers that were screened using environmental criteria
G4-LA15	Significant negative impacts for labour practices in the supply chain	Selecting new suppliers Social standards Risk management	Same approach as indicator G4-EN33: Significant negative environmental impacts in the supply chain
Management approach: Labour practices grievance mechanisms		Complaints office	The complaints office's main purpose is to record complaints about discrimination related to the company but not activities concerning its direct suppliers. The approach is monitored and enhanced on an ongoing basis. Systematic evaluation involving stakeholders has yet to take place.
G4-LA16	Grievances about labour practices	Complaints office	
SOCIAL: HUMAN RIGHTS			
Management approach: Investment		Integrated management system Facts & Figures > Audit of the integrated management system	Miele does not have any joint ventures.
G4-HR2	Employee training on human rights policies	Raising employee awareness Social and ethical standards	Miele reports on the number of employees who received training during the period under review. The number of training hours and the percentage of employees who received training are not used centrally for steering purposes. For this reason, these figures are not recorded or calculated.
Management approach: Non-discrimination		Integrated management system Social and ethical standards Facts & Figures > Audit of the integrated management system	
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Complaints office	

GRI indicator	References	Comments
Management approach: Freedom of association and collective bargaining	Integrated management system Social and ethical standards Supplier management Facts & Figures > Audit of the integrated management system	
G4-HR4 Violations of the right to exercise freedom of association and collective bargaining	Social and ethical standards Social standards	To date, no operations or suppliers have been identified which could significantly affect the freedom of association and the right to collective bargaining.
Management approach: Child labour	Integrated management system Social standards Facts & Figures > Audit of the integrated management system	
G4-HR5 Risk for incidents of child labour and measures taken	Social and ethical standards Social standards	To date, no operations or suppliers have been identified that have a significant risk of child labour or the employment of young persons under dangerous conditions.
Management approach: Forced or compulsory labour	Integrated management system Social and ethical standards Social standards Facts & Figures > Audit of the integrated management system	
G4-HR6 Risk for incidents of forced or compulsory labour and measures taken	Social standards	To date, no operations or suppliers have been identified that have a significant risk of forced or compulsory labour.
Management approach: Assessment	Integrated management system Facts & Figures > Audit of the integrated management system	
G4-HR9 Operations that have been subject to human rights reviews	Social and ethical standards Facts & Figures > Audit of the integrated management system	Miele does not conduct any separate reviews on human rights. Aspects related to human rights are checked as part of evaluations for the SA8000 social standard.
Management approach: Supplier human rights assessments	Integrated management system Natural resources & materials Supplier management	Status is the same as the management approach for Supplier environmental Assessment
G4-HR10 Percentage of new suppliers that were screened using human rights criteria	Selecting new suppliers Facts & Figures > Self-assessment on compliance with social standards by potential suppliers	Approach is the same as indicator G4-EN32: Percentage of new suppliers that were screened using environmental criteria

GRI indicator	References	Comments
G4-HR11 Significant negative human rights impacts in the supply chain	Selecting new suppliers Social standards Risk management	Same approach as indicator G4-EN33: Significant negative environmental impacts in the supply chain
Management approach: Human rights grievance mechanisms	Complaints office	Status is the same as the management approach Labour practices grievance mechanisms
G4-HR12 Number of grievances about human rights impacts		No complaints were received in the reporting period.
SOCIAL: SOCIETY		
Management approach: Local communities	Social engagement	So far, no programmes or systematic procedures have been introduced to evaluate the impact of the business activities on the community. However, beyond existing laws and regulations, Miele is committed to protecting the health and safety of its employees and of the local communities. The business activity also provides strong growth stimuli for purchasing power and tax earnings in the locations. By maintaining an intensive dialogue with the communities, Miele receives regular feedback on any impact by the business activities.
G4-S01 Measures for local community engagement, impact assessments and development programmes	Social engagement Complaints management	Measures for engaging local communities are applied on time by the company's locations and are not systematically steered and analysed. The percentage of sites that implement such measures is not recorded by Miele.
G4-S02 Negative impacts on local communities	Complaints management Transport	See management approach Local communities
Management approach: Anti-corruption	Compliance management Internal and external guidelines and standards Social and ethical standards	With its internal donation policy and code of conduct, Miele makes sure that donations cannot be used as a hidden form of corruption.
G4-S03 Percentage of operations assessed for risks related to corruption and the significant risks identified	Integrated management system Compliance management	Potential cases of corruption are checked as part of the global audits. Potential risks arise from the violation of tendering regulations.
G4-S04 Communication and training on anti-corruption policies and procedures	Raising employee awareness	Miele records the total number of employees who receive training on the code of conduct. Miele does not record the total number and percentage of business partners receiving information.

GRI indicator	References	Comments
G4-S05 Confirmed incidents of corruption and actions taken	Ombudsman	
Management approach: Public policy	Committee and association work The EU label Facts & Figures > Dialogue	The approach is monitored and enhanced on an ongoing basis. Systematic evaluation has yet to take place in any of the areas required under the GRI.
G4-S06 Total value of political contributions		In the business years 2014/15 and 2015/16, Miele & Cie KG donated € 5,000 per financial year to political parties in Germany. Miele treats information concerning the recipients of such donations as confidential.
Management approach: Anti-competitive behaviour	Internal and external guidelines and standards Compliance management	
G4-S07 Legal actions for anti-competitive behaviour and anti-trust practices	Compliance management	No complaints were raised in the reporting period about anti-competitive behaviour, cartels or monopolies by the company.
Management approach: Compliance	Sustainability management	
G4-S08 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Ombudsman	The company was not fined for infringements in the reporting period.
Management approach: Supplier assessment for impacts on society	Integrated management system Natural resources & materials Supplier management	Status is the same as the management approach for Supplier environmental assessment

GRI indicator	References	Comments
G4-S09 Percentage of new suppliers that were screened using criteria for impacts on society	Selecting new suppliers Facts & Figures > Self-assessment on compliance with social standards by potential suppliers	Approach is the same as indicator G4-EN32: Percentage of new suppliers that were screened using environmental criteria
G4-S010 Negative impacts on society in the supply chain and actions taken	Selecting new suppliers Social standards Risk management	Same approach as indicator G4-EN33: Significant negative environmental impacts in the supply chain
Management approach: Grievance mechanisms for impacts on society	Complaints management	Status is the same as the management approach Environmental grievance mechanisms
G4-S011 Number of grievances about impacts on society	Complaints management	
SOCIAL: PRODUCT RESPONSIBILITY		
Management approach: Customer health and safety	Product safety Development & innovation	
G4-PR1 Percentage of significant product and service categories for which health and safety impacts are assessed	Product safety	
G4-PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	Recall campaigns	
Management approach: Product and service labelling	The EU label Sustainability: informing customers	In some areas, specific customer satisfaction surveys are conducted using an online tool while other areas use a standardised form.
G4-PR3 Procedures for product and service information and labelling, and percentage of significant products and service categories subject to such information requirements	The EU label Sustainability: informing customers New materials Facts & Figures > Energy consumption labelling	

GRI indicator	References	Comments
G4-PR4 Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	Correct declarations	There were no relevant incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling during the reporting period.
G4-PR5 Results of surveys measuring customer satisfaction	Customer demands	In some areas, specific customer satisfaction surveys are conducted using an online tool while other areas use a standardised form.
Management approach: Customer privacy	Data protection	The protection of personal customer data is a matter of course to Miele. The collection, storage, processing and use of all personal customer data are performed according to data protection rules.
G4-PR8 Substantiated complaints regarding breaches of customer privacy	Data protection	
Management approach: Compliance	Compliance management	
G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Compliance management	No sanctions or major fines due to breaches of international conventions, contracts or national law were imposed on Miele in the reporting period.