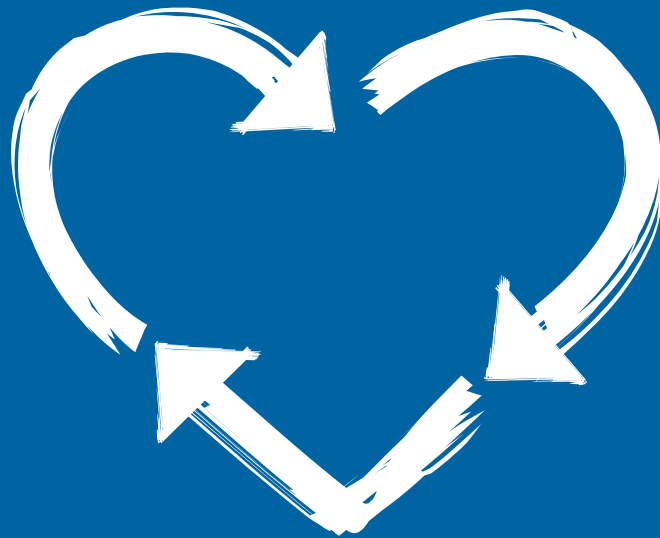


TOI TOI & DIXI



SUSTAINABILITY REPORT

2024

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Foreword

**Dear readers,
business partners
and employees,**

2024 was another dynamic year for TOI TOI & DIXI. We continued along our path to success, growing stronger through the sustainability challenges faced along the way. In the period under review, the sustainability strategy that we developed three years ago once again proved to be sound and effective.

We did, however, need to make some adjustments and changes in certain action areas. These were driven mainly by external regulatory requirements. The German Supply Chain Due Diligence Act (LkSG) had been a source of organizational and administrative challenges for us since 2023; and in 2024 we continued to devote ourselves to those challenges with conviction and complete dedication. Over the course of the year, we also worked to ready ourselves for the reporting obligations under the EU Corporate Sustainability Reporting Directive (CSRD), which at the time was still in the process of being transposed into German law. To ensure compliance, we undertook analyses, collected the necessary data and information, and reconciled our business activities with the EU Taxonomy Regulation (see *“Preparation for the CSRD and the EU Taxonomy Regulation,”* p. 58).

At the start of 2025, the European Union’s softening of the very directives and regulations that it had previously sought to impose came as a surprise to many companies – ourselves included. In spite of this regulatory U-turn, the above-stated preparatory activities were a worthwhile exercise that identified optimization

potential and areas of added value for our sustainability management practices. For example, when classifying our business activities in accordance with the EU Taxonomy Regulation, we subjected the chemicals used in our hygiene services to a further rigorous review. The results of this review now form the basis for potential optimizations in this action area (see *“Chemicals,”* p. 46).

In 2024, regulatory requirements were also a catalyst for strengthening our energy management processes. Since the end of 2023, we have been required under Germany’s Energy Efficiency Act (EnEFG) to implement energy or environmental management systems at each of our locations in Germany with a total annual energy consumption of 7.5 GWh or more. We have of course been complying with this requirement. In 2024, we began setting up the necessary management systems in accordance with ISO 50001 so that implementation could be completed by the deadline in 2025 (see *“Energy management,”* p. 18, *“Energy,”* p. 37, and *“CO₂e emissions,”* p. 38).

In addition to lawmakers and regulators, there were in 2024 various other external and internal stakeholders who required us to provide data and information on concrete efforts to improve sustainability across our value chain. Once again, these other stakeholder groups consisted principally of our customers, employees and partners, providers of outside capital, and the company owners. →

In this context, the group remained focused on the pursuit of its strategic objectives in 2024. These included conserving energy across core processes, continually increasing the availability of wash basins, using alternative sanitizing chemicals, and making greater use of recycled material in relation to our core product, portable toilets (see *“Making portable toilets from recycled material,”* p. 33).

Our ability to achieve our sustainability objectives is often also partly dependent on the market situation and wider business environment. The best example of this is the transition of our vehicles to alternative drives. Here, there is still a lack of initiative and solutions on the part of manufacturers (and political leaders), particularly as regards commercial vehicles (see *“Reducing CO₂e emissions in our service fleet,”* p. 39). Further, in many cases, the orders-on-hand situation has a bearing on the feasibility of the measures taken to achieve our sustainability objectives. For example, our ability to optimize the routes traveled by our service vehicles depends on demand for services at more or less central locations.

Another key insight from 2024 is that success in making business operations sustainable is in most cases the result of concerted action by multiple actors. We will therefore continue to drive sustainable value creation by focusing not just on factors within our own business, but also – and increasingly – on collaboration with our partners across the entire value chain.

The present report is another instalment in our documentation of progress made in the implementation of our sustainability strategy. By applying the standards of the Global Reporting Initiative (GRI), we are again providing a comparable and internationally recognized reporting structure for the benefit of our stakeholders.

Our purpose with these comprehensive and transparent insights into our organization is to strengthen and honor our stakeholders’ trust in the future of our business model.

Sincerely,
The TOI TOI & DIXI management team



Dr. Holger Wirtz
Chief Technology
Officer

Max Teichner
Chief Executive
Officer

Dr. Matthäus Pietz
Chief Financial
Officer

Frank Feuerstacke
Chief Operating
Officer

Overview of TOI TOI & DIXI

TOI TOI & DIXI is the global market leader for rental mobile sanitary units, with a comprehensive range of services to match. In 2024, our national operating companies consolidated in this report achieved an aggregate operating performance of about 732,7 million euros (2023: 736 million euros). The total workforce at the end of the financial year numbered 4,798 employees (2023: 4,671*).

How we became the global market leader

The merger of sanitary service providers DIXI® and TOI TOI® in 1997 was a crucial milestone on our journey to becoming the global market leader. Since then, we have steadily grown our leadership position through innovation and the expansion of our service offerings.

TOI TOI & DIXI has been majority-owned by the private equity firm Apax Partners LLP since 2019. This has enabled the TOI TOI & DIXI Group to pursue targeted acquisitions, thereby realizing international synergies and development opportunities and positioning itself for continued long-term growth. The acquisition of the Sebach Group, with operations in Italy, France and the USA, in 2022 was by far the biggest single step in this journey.

The group is now a global player, operating in 31 countries across Europe, Asia and the USA. We are headquartered in Germany, and our portable toilet and vehicle superstructure production facilities are located in Germany, Italy, and the USA. →

THE BRANDS OF TOI TOI & DIXI

Our portfolio now includes over 30 successful brands worldwide under the umbrella of TOI TOI & DIXI, Sebach, and Armal (as at Q2 2025).

TOI TOI & DIXI
GROUP

Armal

I ♥ SEBACH

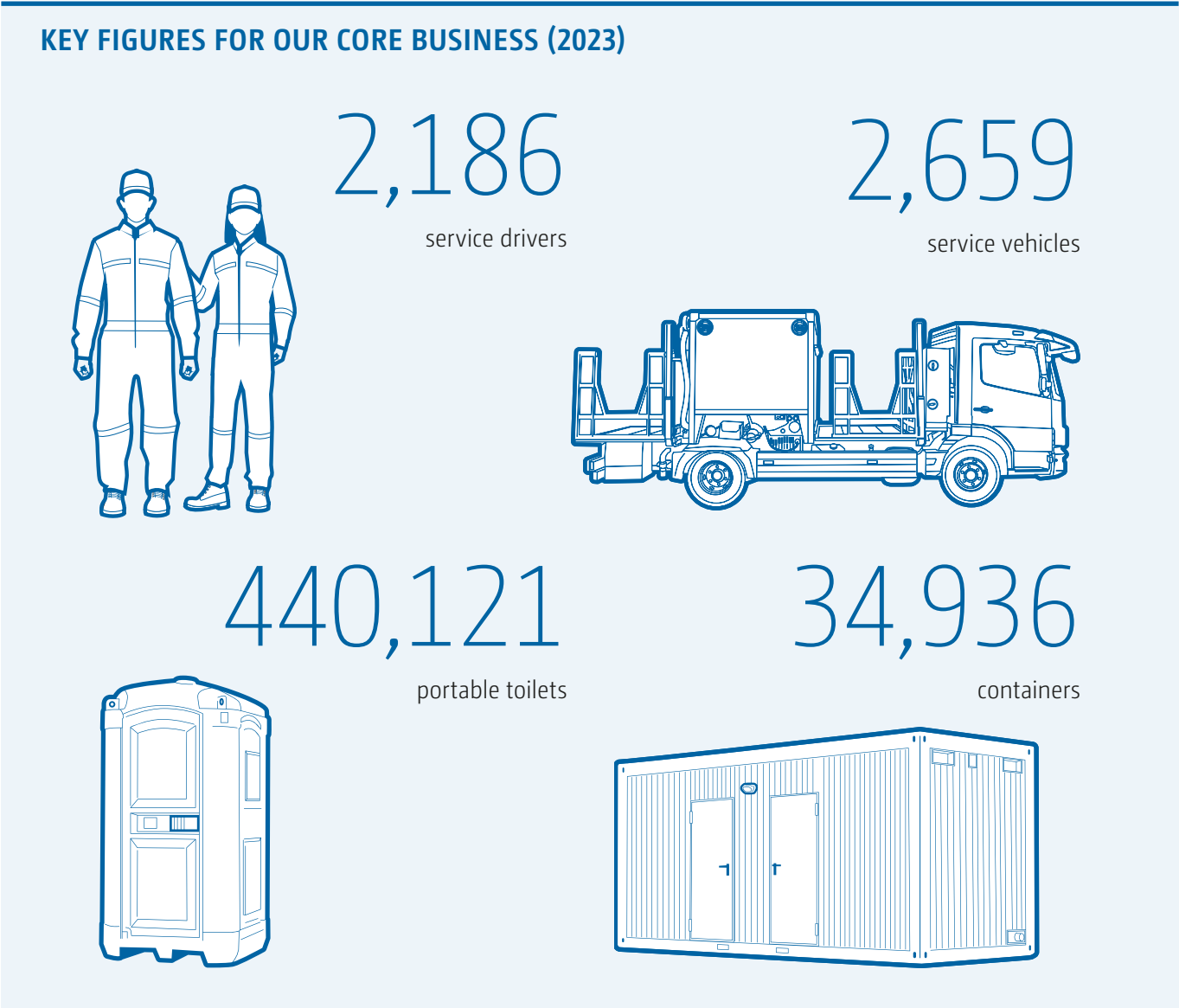
*Relates exclusively to the 2023 scope of consolidation.

GRI 2-1, 2-6, 2-7

Our core business

TOI TOI & DIXI develops portable infrastructure and service solutions for efficient and hygienic environments and spaces. Our services include requirements planning, delivery, setup, scheduled cleaning, collection, final cleaning of portable toilets and containers, and the proper disposal of collected contents. The production of portable sanitary products and their distribution through partner networks are also key components of our international core business.

Our core target markets are the construction and events industries. The latter has recovered significantly since the pandemic years and hence has driven an upturn in our business in this segment. We also provide services to the manufacturing and agricultural sectors, municipalities, local authorities, clubs, private individuals, and military and aid organizations.

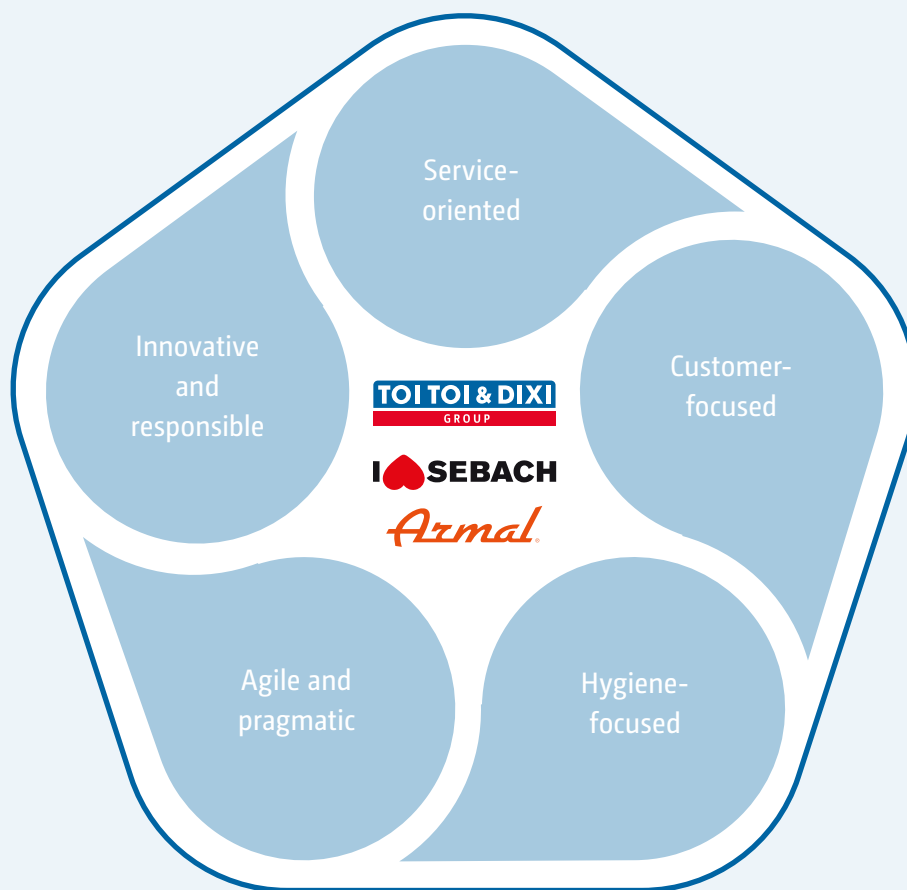


What drives us

Our solutions are tailored to meet the diverse needs of our customers, ensuring the highest hygiene standards – whether in temporary or long-term use, in public areas, at workplaces, or at events.

Never complacent about the superior quality of our products and services and our strong stakeholder relationships, we are constantly striving to achieve further optimizations in the interests of sustainability and for the benefit of our customers, partners, and employees.

OUR GUIDING PRINCIPLES

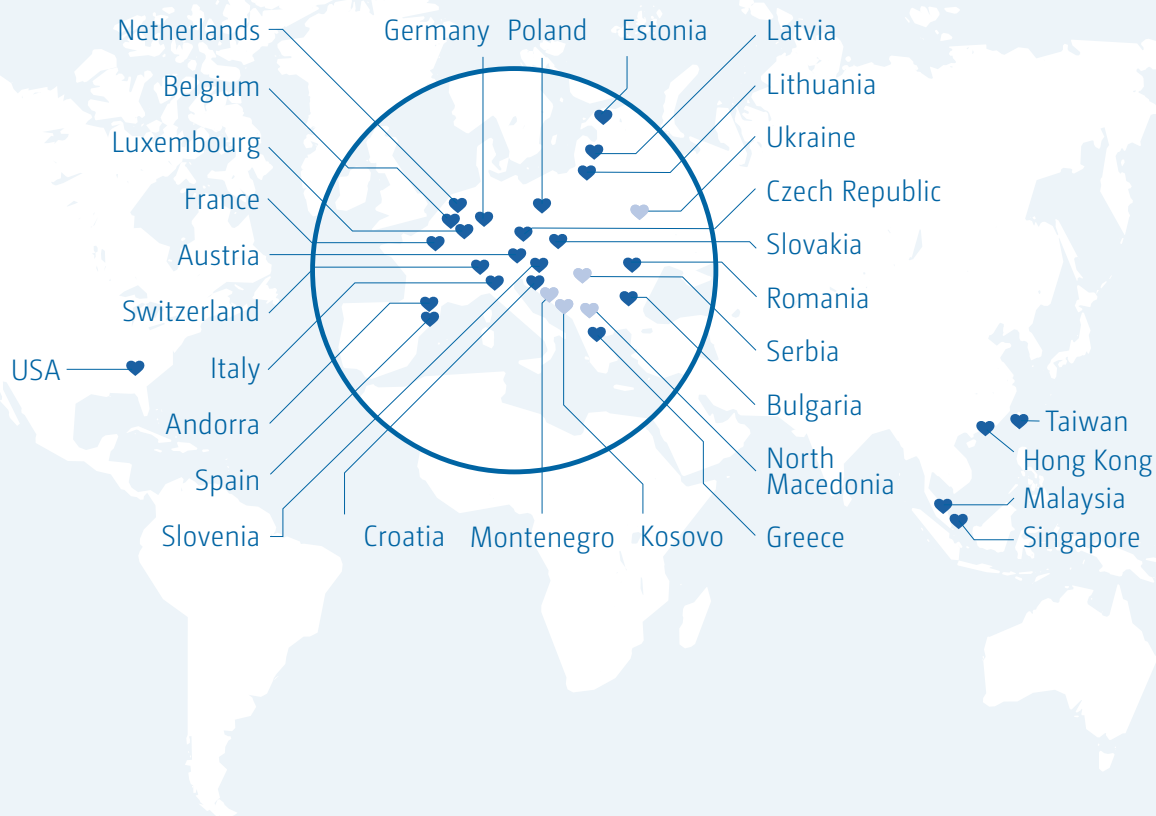


Our guiding principles are more than aspirations. They embody the way we work with each other and serve our customers. They provide all our employees with a clear framework for action, ensuring that we stay focused on the needs of our various key stakeholders.

It is by living and breathing these guiding principles each and every day that we are able to respond swiftly to individual customer requests and collaborate with our research and development teams on innovative concepts and solutions for a more environmentally friendly future.

GRI 2-1, 2-2, 2-6, 2-7

AT THE END OF 2024, OUR INTERNATIONAL TEAM COMPRISED A TOTAL OF 4,798 COLLEAGUES ACROSS 26 COUNTRIES.*



Our international team now collectively addresses the group-wide and local sustainability challenges inherent in our business models. As of the end of 2023,

46 sustainability contact persons from 67 entities in 26 countries were part of the TOI TOI & DIXI Sustainability Community.

* Figures as at December 31, 2024; excl. employees of minority-owned entities in Kosovo, Montenegro, North Macedonia, Serbia, and Ukraine.

About this report

For the 2024 reporting cycle, TOI TOI & DIXI is again using the Global Reporting Initiative (GRI) framework as a reference. As in the previous years, our aim in doing so is to inform readers of progress to date in our sustainability management journey and to facilitate comparability both within TOI TOI & DIXI and beyond.

Like any successful company, TOI TOI & DIXI is in a continuous process of growth and development. The present report documents the organizational changes and performance data as at the end of the 2024 financial year with reference to the baselines established in our strategic action areas in 2023.

The basic structure of this report for what is now the third reporting cycle is virtually unchanged and is based on the prior-year materiality analyses and the sustainability strategy derived from those analyses.

The quantitative information in the report pertains primarily to the 2024 financial year. In terms of content, the focus here is on the implementation of our sustainability strategy in the operational processes of a total of 67 national operating companies across 26 countries.* The present report also includes information from the current calendar year up until the copy close date in May 2025.

Additionally, the report documents our contribution to the Sustainable Development Goals (>SDGs) defined by the United Nations as part of its 2030 Agenda.

In preparing the present report, we enlisted the expert support of an independent consulting firm. No further external checks were undertaken. The report is published in German and English and is available in PDF format on our corporate website at [▶ www.toitoidixi.com/sustainability](https://www.toitoidixi.com/sustainability).

* In 2024, TOI TOI & DIXI operated in 31 countries and had a total of 73 operating companies. The scope of consolidation for the present report, on the other hand, comprises 69 operating companies across 26 countries. These companies generated 99.2% of the group's total turnover in 2024.

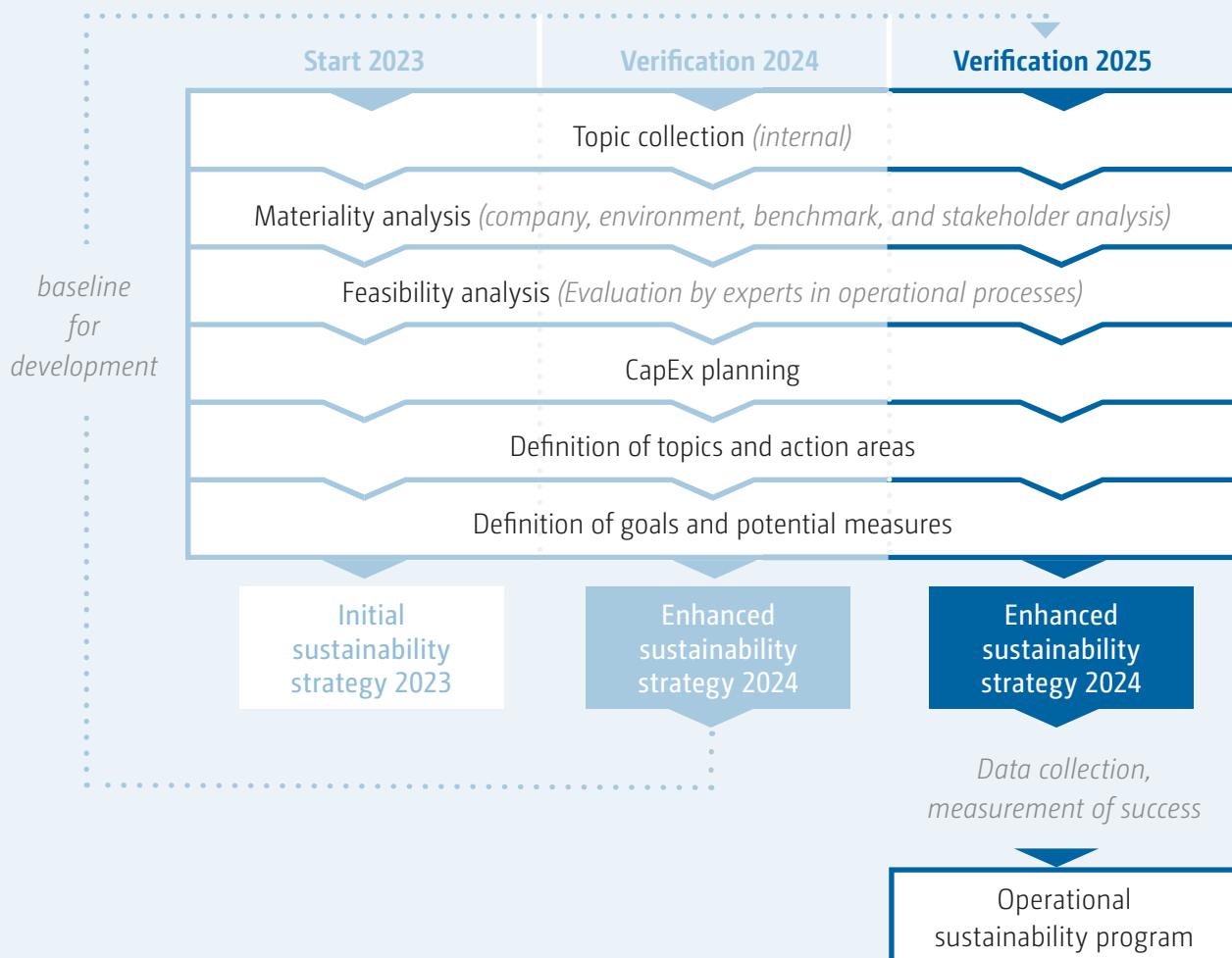
Sustainability strategy

14 Materiality analysis
15 Stakeholder engagement

In the 2024 reporting year, as in 2023, we continued to pursue the TOI TOI & DIXI sustainability strategy developed in 2022, reviewing key sustainability topics in response to new market and regulatory developments and aligning the strategy with our overall corporate strategy.

In Q1 2024, we analyzed extensive volumes of 2023 ESG data from the countries included in the scope of consolidation and developed baselines from the results. We have since compared the data for the full 2024 financial year with these baselines and used the findings as the basis for reviewing and validating the goals in our individual action areas (see “Operational sustainability program,” p. 23). →

CONTINUED DEVELOPMENT OF THE SUSTAINABILITY STRATEGY



GRI 2-4, 2-7, 2-22, 3-2, 303-5, 305-5, 306-2

The operational tasks given high importance in the implementation of our sustainability strategy during the 2024 reporting cycle include

1. preparations necessary to ensure compliance with various planned items of legislation regarding disclosure of sustainability matters (most notably the Corporate Sustainability Reporting Directive, the EU Taxonomy Regulation, and the Corporate Sustainability Due Diligence Directive);
2. internal standardization of data types and data recording methods;
3. further optimization of service-vehicle routes (distance between stops) through the piloting of new route planning software;

4. management of our energy consumption by implementing an ISO 50001-compliant energy management system at six locations; and
5. the use of recycled material in our new TOI® GREEN portable toilets.

The strategic pillars and action areas developed for our sustainability strategy in 2022 remained unchanged in 2024 (*for information on the implementation of our sustainability strategy, see "Operational sustainability program," p. 23*).

Strategic pillar	Action area	Goal
Products & services	Hygiene	50% of all new PTs* contain germ-reducing materials.
		Increase the share of PTs with wash basins or sanitizer dispensers in markets without mandatory water network-connected handwashing facilities to 100%.
	Products	Use 50% recycled materials in new PTs.
Environment		Increase the recycling rate of end-of-life PTs to 100%.
	CO ₂ e emissions	Reduce CO ₂ e emissions
	Water	Reduce consumption of water from drinking water network
	Waste	Implement a waste management system.
Employees	Chemicals	Increase the use of biocide-free sanitary chemicals.
	Occupational health & safety management	Reduce the accident rate.
	Training and professional development	Increase tailored training and development initiatives.
	Diversity, respect & integration	Increase tailored training and development initiatives.

* PT: Portable toilet

Materiality analysis

In the materiality analysis undertaken in Q3 2023, we validated our sustainability action areas and topics and confirmed them as the basis for the sustainability strategy for the 2024 year. In 2024, potential (financial) risks to our business continued to be a key focus here. We once again also incorporated the assessments

by subject matter experts from across the different departments at TOI TOI & DIXI and took greater account of the insights offered by the international sustainability managers within the organization (see “Sustainability team & organization,” p. 15).

Stakeholder engagement

Successful implementation of our sustainability strategy hinges on collaboration with both internal and external stakeholders. Indeed, we rely on assessments and feedback from our internal and external stakeholders even before the strategy formulation phase – i.e., during the materiality analysis. This is because our sustainability challenges extend beyond individual departments and our own operational sites.

A systematic prioritization of relevant internal and external stakeholder groups at TOI TOI & DIXI was conducted in 2022. This process resulted in a clearly defined stakeholder universe comprising various groups. In 2023, we adjusted the composition of this universe slightly in response to changed organizational structures and stakeholder relationships. No adjustments were made in 2024.

In 2025, we will again include in our regular sustainability analysis the assessments and evaluations of our material sustainability topics by external stakeholders and use them to make adjustments to our sustainability strategy where necessary.



Corporate governance

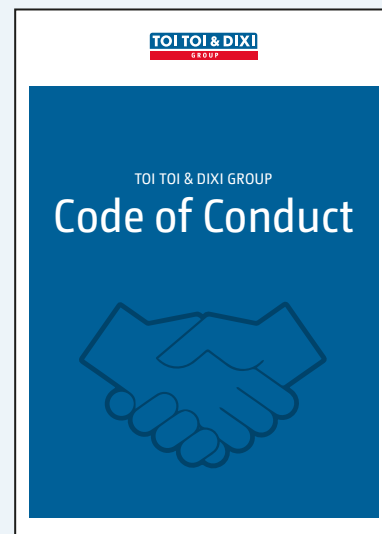
Our corporate governance system has various functions. One of them is to put in place controls to ensure compliance with social and environmental standards both within our organization and along our value chain. In 2024, our expanded control mechanisms, risk assessment methods, and management tools for fulfilling our (legal) duties of care along the supply chain served us well in this regard.

In 2024, TOI TOI & DIXI also focused closely on the preparations necessary to ensure compliance with European and national-level directives and legislation on sustainability reporting. By the end of 2024, however, it was apparent that the directives and regulations at EU level would be considerably less stringent than originally envisaged, with the result that compliance with them has now been given a different weighting in our compliance management system.

Nevertheless, the methods developed and insights gained in the pursuit of compliance with these regulations will serve us well, and we will continue to use them to safeguard the interests of all relevant and affected stakeholders. This applies in particular to our sustainable supply chain management approach, which we further developed in 2024 in preparation for Germany's Supply Chain Due Diligence Act (LkSG) and the EU Corporate Sustainability Due Diligence Directive (CSDDD). It also applies to our now well-established practice of reporting on our sustainability activities on a regular basis using the present report format. →

TRANSPARENCY: A MATTER OF PRINCIPLE

Transparent reporting on the development and implementation of our sustainability strategy is a core part of our corporate governance system, as are our various guidelines, policies, and in-house rules. Our Code of Conduct, for example, is available in all languages relevant for our workforce and gives all leadership personnel, staff and partners across the entire group clear guidance and unambiguous definitions regarding ethical and sustainable conduct. We have also developed a Diversity, Non-Discrimination and Non-Harassment Policy, which has been in place groupwide since 2022. The policy ensures a shared understanding of what is acceptable and what is not and sets out mandatory rules of conduct. Additionally, in January 2023, we introduced our [Policy Statement](#), which specifies the social and ecological standards and human rights due diligence duties applicable along our supply chains.



Available in 30 languages:
Our Code of Conduct

Governance of all sustainability activities within our international sustainability community, which was established in 2023, continues to rest with our central sustainability manager and our cross-departmental sustainability committee (see “Sustainability team & organization,” p. 15).

Within this framework, the executive officers of the national operating companies receive regular updates on sustainability management decisions and activities. In return, they are required to report specific facts and figures on sustainability from their operating business in accordance with a defined reporting structure.

Given that we operate in diverse economic and social environments, we also take due account of differing local cultural practices, standards, and legal requirements. Compliance with laws and regulations is fundamental to running a sustainable, successful business and is closely monitored by our compliance department (see “Compliance management,” p. 18 and “Risk management,” p. 20).

In addition, the company’s leadership team fosters a shared understanding of sustainability and defines group-wide standards. This facilitates transparent and efficient decision-making at national and international level, thereby helping to drive sustainable value creation.

Sustainability management

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- 16 Sustainability data
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Sustainability team & organization

In In 2024, the TOI TOI and DIXI Group continued to benefit from a highly effective operational-level sustainability community comprising an international network of sustainability managers and a core sustainability team that has been in place since 2022. Crucially, the sustainability managers at the national subsidiaries work in direct contact and dialog with central sustainability management. They know

the local challenges and are best placed to implement sustainability measures in a manner appropriate to local conditions. As part of this, they gather and pass on key local data to central sustainability management, which then consolidates the information and reports it to relevant stakeholders and makes it available for decision-making on strategic development matters. →



Sustainability data

Our ability to deal effectively with our international sustainability challenges hinges on a properly functioning data management system. That is why we use existing reporting structures from various areas of our business and calculate specific key figures for the sustainability topics defined in the course of our materiality analysis.

Alongside this, regional teams implement individual ESG data management tools that are tailored to their specific IT environments and business operations.

We have already made use of these data sources to prepare baselines for the 2023 reporting cycle. In the present report, we are, for the very first time, providing our stakeholders with key figures that enable comparability between two reporting cycles – 2023 and 2024.

Responsibility for the collection and delivery of sustainability data rests with the executive officers and designated employees in the respective operating companies.

To meet growing expectations around data quality and granularity on the part of both internal and external stakeholders, we regularly review the functionality and robustness of our structures and data flows and make optimizations where necessary.

In the medium term, we intend to further streamline our ESG data management through automated data collection processes and build a central KPI management tool that enables KPI comparability both within and between our operating companies.

DYNAMIC INTERNATIONAL DEVELOPMENT



“In 2024, the international teams were a shining example of commitment, dynamism, and constructive cooperation. For example, the sustainability managers in Switzerland, Poland and Czechia implemented tailored ESG data management systems that optimized the timely sharing of data between sustainability managers and the central sustainability management team. What’s more, this approach is fostering a positive culture around sharing ideas, experiences and best practices within the TOI TOI & DIXI Group.”

Dustin Klüger
ESG/Sustainability Manager
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Management systems & approaches

Our cross-border and cross-departmental sustainability management experts work together to implement our sustainability strategy using specific management systems and approaches.

Environmental management

TOI TOI & DIXI's overarching environmental management is overseen by the group's central leadership team. Additionally, in 2024, our environmental management system was ISO 14001 certified at 12 of our national operating companies by local auditors. This system is used to document site- and product-specific environmental performance and challenges, as well as our goals and plans for improvements.

Quality management

For many years, we have also been using the ISO 9001 standard for our quality management system. During the 2024 reporting period, this system was in use in our national operating companies in Germany, Belgium, Bulgaria, the Netherlands, Slovakia, Greece, Italy, Lithuania, Poland, Romania, Spain, and Singapore. Certified by independent bodies, it gives our customers assurance that we adhere at all times to defined standards of quality in the provision and ongoing development of our products and services.



Waste management

In our core market of Germany, TOI TOI & DIXI is certified as a waste management operator under the German Circular Economy Act (KrWG) and the Regulations on Specialized Waste Management Companies (EfbV). This legislation encompasses all the requirements for businesses involved in waste collection, transportation, storage, treatment, and removal, and has a strong focus on environmentally sustainable disposal. All other national operating companies likewise meet their countries' official requirements for waste management operators.



Our goal is to implement systematic waste management in our business processes at as many locations as possible by the end of 2025 (see "Operational sustainability program" table, p. 25, and, the "Waste" action area, p. 44).

Water management

Water consumption is a material topic for TOI TOI & DIXI because our business model relies on the use of this valuable resource. We are therefore developing measures to conserve water, particularly for regions heavily affected by climate change and increasing drought (see "Water" action area, p. 42). We do not use a homogeneous management system for water. Instead, our practice is for the individual locations concerned to →

develop tailored water conservation measures and share their learnings and progress within the TOI TOI & DIXI Group.

Chemical and hazardous substances management

The use of chemicals is necessary for our core business and to ensure hygiene. That is why TOI TOI & DIXI has identified chemicals and hazardous substances as one of its key sustainability topics, and why it is managing them in rigorous alignment with the goal of minimizing use while maintaining uncompromising standards of disinfection and hygiene (see *“Chemicals” action area, p. 46*). Accordingly, before a cleaning agent or disinfectant can be used at TOI TOI & DIXI, it must meet a number of criteria. Our chemicals and hazardous substances management practices are aligned with the EU [Directive on the use of certain hazardous substances in electrical and electronic equipment](#) (RoHs Directive) and the EU [Regulation on the Registration, Evaluation, Authorisation and Restriction of Chemicals](#) (REACH Regulation).

Energy management

We record our energy consumption internationally based on standardized surveys. Further, at the start of 2024, we began implementing an energy management system in accordance with DIN EN ISO 50001 at six companies in Germany. Our purpose in doing so is to meet the requirements of Germany’s Energy Efficiency Act (EnEfG). The preliminary audits for the certifi-

cations were completed successfully in Q1 2025, and the first targets and measures have been defined.

Insights gained from the application of this management system will also be used for energy management at other international locations in the future (*for further information, see „Energy,” p. 37 and, “CO₂e emissions” action area, p. 38*).

Compliance management

For us, compliance means much more than observance of laws, rules and regulations. That’s because our core ethos and our success as an employer and service provider are based on living up to values and standards of behavior that are not subject to external regulation or defined by law – values and standards like honesty, integrity, reliability, and authenticity.

Furthermore, for us, compliance also means fostering a common understanding of sustainability at the process level and following through by meeting the necessary criteria and standards in our day-to-day work.

For TOI TOI & DIXI, legal compliance is a given. Of course, this is not without its challenges, especially considering the increasingly complex regulatory settings around business sustainability at both the local and international level. To manage these challenges effectively, we foster close cooperation between our compliance department and our national operating companies and our central sustainability management team. →

We also rely on our compliance management system, which was developed on the basis of the “Principles of Proper Auditing of Compliance Management Systems” published by the German Institute of Public Auditors (IDW) in audit standard PS980.

This systematic compliance program comprises the aspects and mechanisms outlined in the paragraphs that follow.

Prevention

We have measures in place that ensure effective prevention of non-compliance along our value chains. We also have compliance policies that summarize the industry-specific and cross-industry laws and regulations that are relevant to our business model. Observance of these laws and regulations is mandatory for all employees.

We undertake regular communication and information activities to promote a deeper understanding of compliance matters and keep everyone up to date with changes in the law. For example, we offer target group-specific courses on compliance, which have been part of our continuing professional development syllabus for years, and we send out topic-specific legal and compliance newsletters.

This is not to say that our communications on compliance matters are directed solely at in-house audiences. We also inform external stakeholders, such as customers, suppliers, business partners, and potential employees, about our systematic approach to the regulatory and ethical fundamentals of our business. We do this using the Compliance page on our website, where we publish our Code of Conduct

GLOBAL COMPLIANCE PRINCIPLES



Our group-wide compliance principles are set out in our [Code of Conduct](#), which is publicly available and has been translated into multiple languages. We also offer the [“Let us know!”](#) whistleblower system, which our employees, as well as our customers, suppliers and other business partners, can use to report potential compliance violations.

in several languages and share other key information. Our preventive communication measures for ensuring compliance with laws and best practices along our value chains also include a special Supplier Code of Conduct.

Whistleblower system

We have a dedicated telephone hotline that all internal and external stakeholders can use to let our compliance team know about any concerns they may have regarding possible violations of our Code of Conduct, regulations, laws, or other rules.



Our > “Let us know!” whistleblower system is designed to make reporting potential non-compliances easy. Tip-offs are confidential, can be made at any time of day or night from any location worldwide, and can be made with complete anonymity if so desired. This system enables us to address potential issues promptly and effectively, thereby minimizing harm to the company and stakeholders.

Sanctions

Potential violations of our Code of Conduct, of laws, or of any sustainability standards with which we are aligned are investigated by our compliance team – thoroughly, discreetly, and in accordance with applicable whistleblower laws and data privacy regulations.

The approach taken varies depending on the nature and severity of the alleged violation. The first step is always for our compliance team to assess the relevance of the reported allegation and investigate the underlying facts. This can involve interviews with affected parties, relevant supervisors, or HR managers.

Appropriate measures are then taken based on the findings of a thorough examination of all the ascertained facts. Depending on the circumstances, these measures can take the form of spot audits on site, legal opinions from local experts, or disciplinary measures such as suspensions, warnings, or dismissals.

We have only had to investigate a very small number of non-compliances over the years, and we have used them all as opportunities for learning and for improving our prevention mea-

sures so that we can avoid repeat non-compliances. Of the 12 potential non-compliance cases reported in 2024, none were found to be serious.

Internal and external audits

As part of our risk management system (*see “Risk management,” p. 20*) our Internal Audit department regularly reviews our internal compliance management system as well as our organizational structures and processes. This allows us to identify potential risks and initiate preventive measures at an early stage.

The structure and practices of the Internal Audit department are based on generally accepted standards, such as the > „*International Professional Practices Framework (IPPF)*“ promulgated by the > *Institute of Internal Auditors (IIA)* and the recommendations of the > *German Institute for Internal Audit (DIIR)*.

Risk management

Increasingly, companies are required to incorporate environmental and social criteria into their corporate objectives and business processes and to report on material non-financial risks relating to their activities, business relationships, products, and services.

We verify risk areas across our corporate structures and identify potential risks in close cooperation with our department heads and the executive officers of our operating companies. We use the outcomes of this process to →

further refine our audit methodology. This methodology is applied in a standardized manner in internal audits at all our locations and is subject to continuous improvement.

These audits are conducted via our central risk management system in the Internal Audit department as well as at local level in the national operating companies. For each company, the internal auditor draws up a tailored schedule of measures in close consultation with the company's executive officers and implements it in cooperation with the relevant local managers.

Our expectation going forward is that sustainability criteria will take on a much more important role in risk management. That being so, we will also be subjecting upstream and downstream processes to greater risk scrutiny. Here too, cooperation with our international locations and our operating companies will be essential.

Supply chain management

In addition to internal sustainability challenges, we also review our due diligence obligations for human rights and environmental protection in the upstream and downstream processes of our value chain model. For this purpose, company management has appointed a committee for supply chain due diligence, which is made up of colleagues from our Purchasing, Legal & Compliance, Internal Audit, and Sustainability departments.

Our own internal sustainability management practices give us key criteria that we can apply to our supply chain. We do this by comparing our cross-departmental social and environmental standards with the processes and performance of our strategic partners.

In addition, as part of our preparations to ensure compliance with planned EU and national-level supply chain legislation, we have further refined our organizational structures, processes and administrative procedures in the area of supply chain management. The results of this work will continue to stand us in good stead regardless of the regulatory developments of the first half of 2025.

Further, our [policy statement](#) provides our stakeholders with essential information about our risk management system, about control and optimization mechanisms under environmental standards, and about supply chain human rights due diligence. Our Policy Statement also expresses our expectation that both our own employees and the employees of our global suppliers must meet the prescribed standards for sustainable value creation.

In the coming years, we will focus on expanding the circle of suppliers included in our risk and supply chain management and on initiating efficient optimization measures step by step as and when necessary. Where we encounter violations and lack of cooperation, we reserve the right to consider terminating business relationships.



Data protection and IT security management

TOI TOI & DIXI takes a comprehensive approach to data security, with a modern IT system and various mandatory guidelines and policies in place to ensure the best possible protection. As a global corporate group, we comply with both local legislation and international standards. We ensure compliance through a group-wide information security management system (ISMS) aligned with the international ISO/IEC 27001 standard.

Responsibility for the proper oversight and continuous improvement of this information security management system rests with our Chief Information Security Officer at corporate head office. Our Compliance department is responsible for and coordinates compliance with data protection requirements relating to the processing of personal data. For this, the department uses a standardized data protection management system comprising the necessary SOPs (specification and verification documents), a data protection manual, and the associated training documents.

We have appointed an external data protection officer for our Austrian and German companies. In addition, local data protection coordinators have been appointed in our national operating and subsidiary companies.

Occupational health & safety management

Our HR management system records all key figures relating to employees. We then incorporate the sustainability-relevant elements of this data into our sustainability management system and our external reporting. This includes data and facts on training and education as well as on health management and occupational safety (*"Employees," p. 48*).

The pleasing trend in our health management and occupational safety statistics highlights the effectiveness of our health and safety measures. These include continuous re-evaluation of risks and, where necessary, the implementation of additional protective measures.

To protect and promote the health of our employees, we pursue a variety of management approaches at our locations – some of which are tailored, and some of which are standardized, depending on requirements. While tailored management systems are used at our locations in Germany, Austria, and Poland, our companies in Bulgaria, Greece, Italy, Spain, Romania, and Singapore have ISO 45001-certified occupational health and safety management systems.

Operational sustainability program

Successful implementation of our sustainability strategy hinges on clearly defined objectives and responsibilities in our action areas. This requires reliable data and information from the countries included in the scope of consolidation. In the present report, we are now able to draw on comparative data to document our progress and performance against strategic objectives compared to the 2023 reference year.

Compared with the prior-year reporting cycle, we have specified the time horizon in our “Chemicals” action area. Further, in our “Environment” strategic pillar, we have updated the content of the “Properties” operational area of the “CO₂e emissions” action area. Here, the focus is now on capturing electricity consumption data and pursuing the goal of switching all our properties in Germany over to 100% certified green electricity by 2026. Also, we have made a point of expanding the scope of reporting in this operational area to “Properties”, rather than merely “Buildings” as in the previous year. We

have done this because at the locations in question, electricity is used not just within buildings, but also in other onsite processes and items of plant (e.g. electrically powered machines in the yards, charging electric vehicles, etc.).

Concrete examples of the operational implementation of sustainability measures are described in the “Action areas in our core business” section on page 27 and following. Details relating to the action areas across our three strategic pillars are provided in the “Key performance indicators” section on page 61 and following.

The operational sustainability program presented below continues to serve as a roadmap for achieving our sustainability goals in our material action areas.

We will continue to measure – and be measured by – our performance against quantitative and qualitative targets in the coming years.

GRI 3-2, 301-2

Operational sustainability program / Products & Services

Strategic goal	Operational area	Measures	KPIs	Base-line 2023	Status 2024	Time horizon*
Hygiene						
Use of germ-reducing material in 50% of all new PTs produced exclusively for TOI TOI & DIXI	• Production	• Use of “Hygiene+” material** in PT production	• Percentage of PTs produced exclusively for TOI TOI & DIXI that have “Hygiene+” material	17	23	2028
Increase to 100% the proportion of PTs with wash basins or hand sanitizer dispensers in markets without mandatory plumbed-in handwashing facilities.	• Production • Operating companies	• New PTs with pre-installed basins and/or dispensers • Retrofitting existing PTs with basins and/or dispensers	• Percentage of PTs with basins and/or dispensers	45	50	2028
Products						
Use 50% recycled material in all new PTs produced exclusively for TOI TOI & DIXI	• Production • Research & Development	• Use of old plastic fishing nets • Use of old PTs (own and purchased) • Development of new sources	• Percentage of recycled plastics used in PTs produced exclusively for TOI TOI & DIXI	1	23	2028
Increase the recycling rate of end-of-life PTs to 100%.	• Production • Research & Development • Operating companies	• Cooperation with recycling partners • Investments in own recycling processes	• Percentage of PTs recycled out of total end-of-life PTs	20	20	2028

* Earliest possible achievement date

** Hygiene+ = Additive added to plastic during production, reducing germs on PT surfaces by over 99% throughout their lifespan.

GRI 3-2, 302-4, 303-5, 305-5, 306-2

Operational sustainability program / Environment

Strategic goal	Operational area	Measures	KPIs	Base-line 2023	Status 2024	Time horizon*
CO ₂ e emissions						
Reduction of CO ₂ e emissions	• Service fleet	• Avge distance between stops reduced by 5% through route optimization	• Kilometers per PT service site	4.7	5.4	2028
		• 50% of all new service vehicles purchased over the period from 2023 to 2028 have alternative drive technologies	• Service vehicles with alternative drives as a percentage of all vehicles purchased over the period from 2023 to 2028	2.2	2.8	2028
	• Properties **	• Purchasing of certified green electricity	• Green electricity as a percentage of all electricity purchased for properties	17.2	20.4	2026
Water						
Reduce freshwater intensity	• Research & Development • Services	• Save drinking water by using other sources of water • Save drinking water by avoiding “pre-filling” ***	• Cubic meters of drinking water per €1m of turnover	401	458	TBD
Waste						
Implement waste management system	• Operating companies	• Introduce waste management at locations in Germany (as pilot for group-wide internal rollout)	• Percentage of locations in Germany with waste management system	0	0	2025
Chemicals						
Increase biocide-free sanitary chemicals to 15% of all sanitary chemicals used**	• Research & Development • Operating companies	• Systematically test alternatives to common sanitary chemicals • Systematically track services with and without biocidal sanitary chemicals • Promote services with biocide-free sanitary chemicals	• Biocide-free sanitary chemicals as a percentage of all sanitary chemicals purchased**	2	4	2027

* Earliest possible achievement date

** Germany only

*** “Pre-filling” refers to filling PT with freshwater during servicing

GRI 2-7, 3-2

Operational sustainability program / Employees

Strategic goal	Operational area	Measures	KPIs	Base-line 2023	Status 2024	Time horizon
Occupational health & safety management						
Reduce accident rate	<ul style="list-style-type: none"> HR / Entire workforce 	<ul style="list-style-type: none"> Record and analyze accident causes Preventive measures for blue-collar employees: Streamlined loading/unloading solutions Lightweight PTs Personal protective equipment Safety training 	<ul style="list-style-type: none"> Accident rate (number of accidents x 1,000 / FTE hours) 	53.5	54.1	Ongoing
Training & professional development						
Increase need-based training and education	<ul style="list-style-type: none"> HR / Entire workforce 	<ul style="list-style-type: none"> Central tracking of internal training hours Digital training via central platform Tailor internal training to employee needs 	<ul style="list-style-type: none"> Number of training hours per employee 	4.0	4.9	Ongoing
Diversity, respect & integration						
Increase employee satisfaction	<ul style="list-style-type: none"> HR / Entire workforce 	<ul style="list-style-type: none"> Employee surveys / Employee Net Promoter Score (eNPS) Develop actions based on survey results 	<ul style="list-style-type: none"> eNPS 	1	0	Ongoing

Action areas in our core business

- 28 **Products & Services**
 - Hygiene
 - Products & materials
- 36 **Environment**
 - Energy
 - CO₂e emissions
 - Water
 - Waste
 - Chemicals
- 48 **Employees**
 - Occupational health & safety management
 - Training & professional development
 - Diversity, respect & integration

In the course of the materiality process, we defined our sustainability topics and action areas and grouped them into three strategic pillars.

This paradigm continues to shape our sustainability management processes and provides structure for our reporting.

Products & Services

The “Products & Services” pillar focuses on our core offering and the associated sustainability challenges.



Environment

The “Environment” pillar encompasses material topics relating to the environmental impacts of our business operations.



Employees

The “Employees” pillar looks at sustainability-relevant topics and action areas from the perspective of personnel development.



On the following pages, we present specific examples of the sustainability activities we undertook in various operating units and departments both in 2024 and up until the copy close date of this report, as well as the specific challenges we are likely to face in the future.

The activities described are case examples of our strategic goals and action areas, drawn from our core operating business (see “Strategy,” p. 10, “Operational sustainability program,” p. 23 and “Key performance indicators,” p. 60).

Products & Services

The “Products & Services” strategic pillar focuses on action areas in our core business. These are areas in which we are constantly striving to optimize our existing services and drive innovation.



Hygiene

Through our products and services, we contribute significantly to the health of many people in different locations. We strive to establish new hygiene standards in portable sanitary solutions and are always a step ahead of regulatory and market-driven developments. Our ability to meet our sustainability goals in providing hygienic sanitary systems has a significant impact on society.

Producing portable toilets with germ-reducing material

A standard process to ensure the highest hygiene standards in portable toilets is the regular disinfection of all components that our customers come into contact with. Using self-disinfecting materials in portable toilets is one of our unique selling points. →

99% FEWER GERMS – SCIENTIFICALLY PROVEN

Our new TOI®HYGIENE+ is the first product of its kind. By incorporating innovative new materials, it provides our customers with a more hygienic environment than any other portable toilet.



GRI 301-2

With the market launch of our TOI® HYGIENE+ portable toilet in 2022, we have further strengthened our position as a market and innovation leader. The plastic components are enriched with an antimicrobial additive that automatically eliminates 99.9% of germs on the surface of the components, protecting users from infections.

Its antimicrobial effect has been tested and confirmed by two independent research institutes: QualityLabs BT GmbH and Ostthüringische Materialprüfgesellschaft für Textil-und Kunststoffe mbH.

Since its successful market launch, 6,474 TOI® HYGIENE+ portable toilets have been produced

and delivered to our operating companies, including 374 in 2024. While demand for these antimicrobial portable toilets decreased overall in 2024, pushing down production, demand for TOI® GREEN and DIXI® GREEN portable toilets increased. These two products incorporate the same antimicrobial materials – a change that was made at the start of 2024 following successful development tests.

The TOI® GREEN and DIXI® GREEN lines represent innovations in both recycling and hygiene. A total of 1,818 of these portable toilets were produced in 2024, taking to 5,986 the aggregate number of portable toilets featuring antimicrobial plastics in our range. →



Increasing demand: TOI® GREEN and DIXI® GREEN combine the advantages of recycling and hygiene innovations

Increasing the proportion of portable toilets with wash basins or sanitizer dispensers

TOI TOI & DIXI also sets high standards of hygiene through the production and rental of portable toilets with pre-installed wash basins and hand sanitizer dispensers.

At many locations where our portable toilets are used, there are no permanently installed handwashing facilities. At these locations, it is especially important for hygiene and health reasons to provide portable toilets with integrated handwashing facilities.

We are therefore increasing production of portable toilets with these installations and retrofitting existing portable toilets. In 2024, 69% of all new portable toilets supplied to TOI TOI & DIXI service companies were equipped with wash basins. In addition, 1,057 retrofit kits were produced for existing portable toilets. In 2024, the number of portable toilets with wash basins increased to 203,290, or 50% of our total portable toilet inventory.

In some regions and companies, we have already achieved 100% coverage, ensuring that portable toilets with wash basins represent an uncompromising standard of hygiene for users.

INCREASING THE NUMBER OF PORTABLE TOILETS WITH WASH BASINS

In countries where plumbed-in handwashing facilities are not required*, 50.1% of all TOI TOI & DIXI portable toilets are already equipped with wash basins. We will increase this proportion year on year through targeted new construction and the retrofitting of existing portable toilets with wash basins.



* Plumbed-in handwashing facilities are required in Spain and the USA.

GRI 301-2

Products & materials

Our products are manufactured in our own plants in Germany, Italy, and the USA. When developing them further, we focus on sustainability aspects in addition to high hygiene standards:

- production of robust and long-life products
- increasing the use of recycled and recyclable materials
- implementation of innovative upcycling and recycling concepts in order to conserve resources

Our portable toilets' modular design allows for easy replacement of defective parts, thus avoiding the need to replace an entire product and supporting our sustainability objectives.

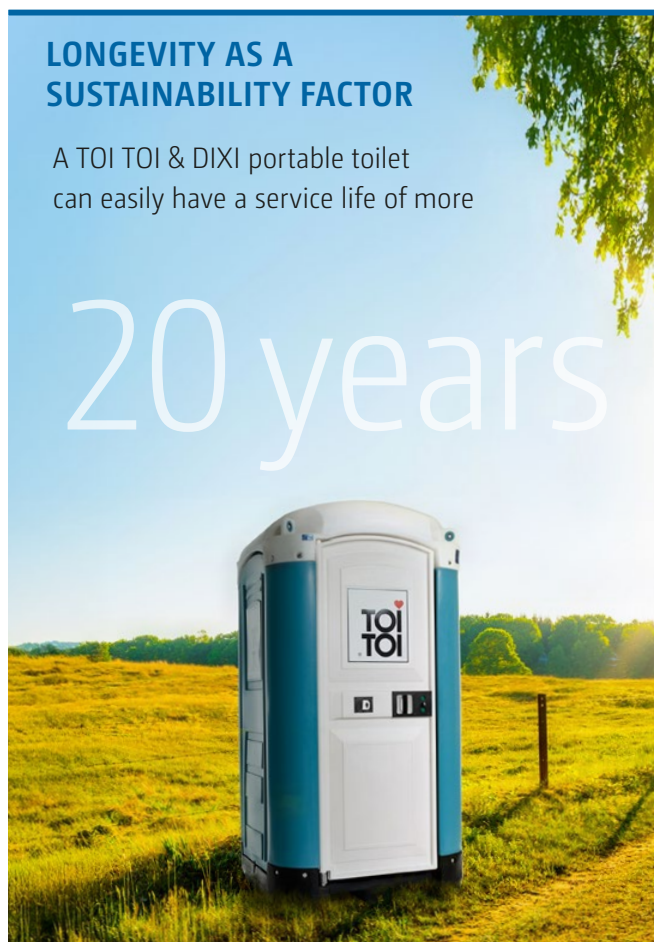
Our motto is to repair rather than discard. Given proper maintenance and due replacement of individual components, our portable toilets can last over 20 years. Another important sustainability aspect is reducing the amount of material used in our products. This lowers the amount of plastic, helps conserve valuable resources, and avoids the processing of fossil raw materials. It also reduces the weight of the portable toilets, leading to significantly lower fuel consumption for service vehicles during transport.

We are therefore constantly working on solutions for further reductions in plastic use in each and every component of our portable toilets. For example, we have been building the portable toilets in our TOI® range using low-weight roofs for several years.

LONGEVITY AS A SUSTAINABILITY FACTOR

A TOI TOI & DIXI portable toilet can easily have a service life of more

20 years



Our service vehicles, too, are designed for modularity. Components such as water tanks or pumps can be easily removed from the chassis and reused on other vehicles. Here too, long-life, reusable products and structures represent an effective contribution to sustainability. →

GRI 301-2

Making portable toilets from recycled material

We are continuously increasing the proportion of recycled material in our products. However, recycled plastics do not always have the same properties as new materials, and their use does not always guarantee the durability of the end products. Therefore, we use recycled materials judiciously. Our research and development teams are constantly working on ways to optimize the balance between using recycled materials and ensuring product longevity.

We are making excellent progress in this area, and the side panels of our DIXI® PLUS portable toilets now consist of about 67% recycled material. We are also using a growing proportion of recycled material in the production of our TOI® FRESH and TOI® HYGIENE+.

In addition to this, we have developed the DIXI® GREEN, a portable toilet in which over 53% of the plastic used is from recycled sources. Some 56% of the recycled material used comes from disused fishing gear, nets, and ropes. We have been successfully renting this portable toilet model to sustainability-conscious customers since 2022. →

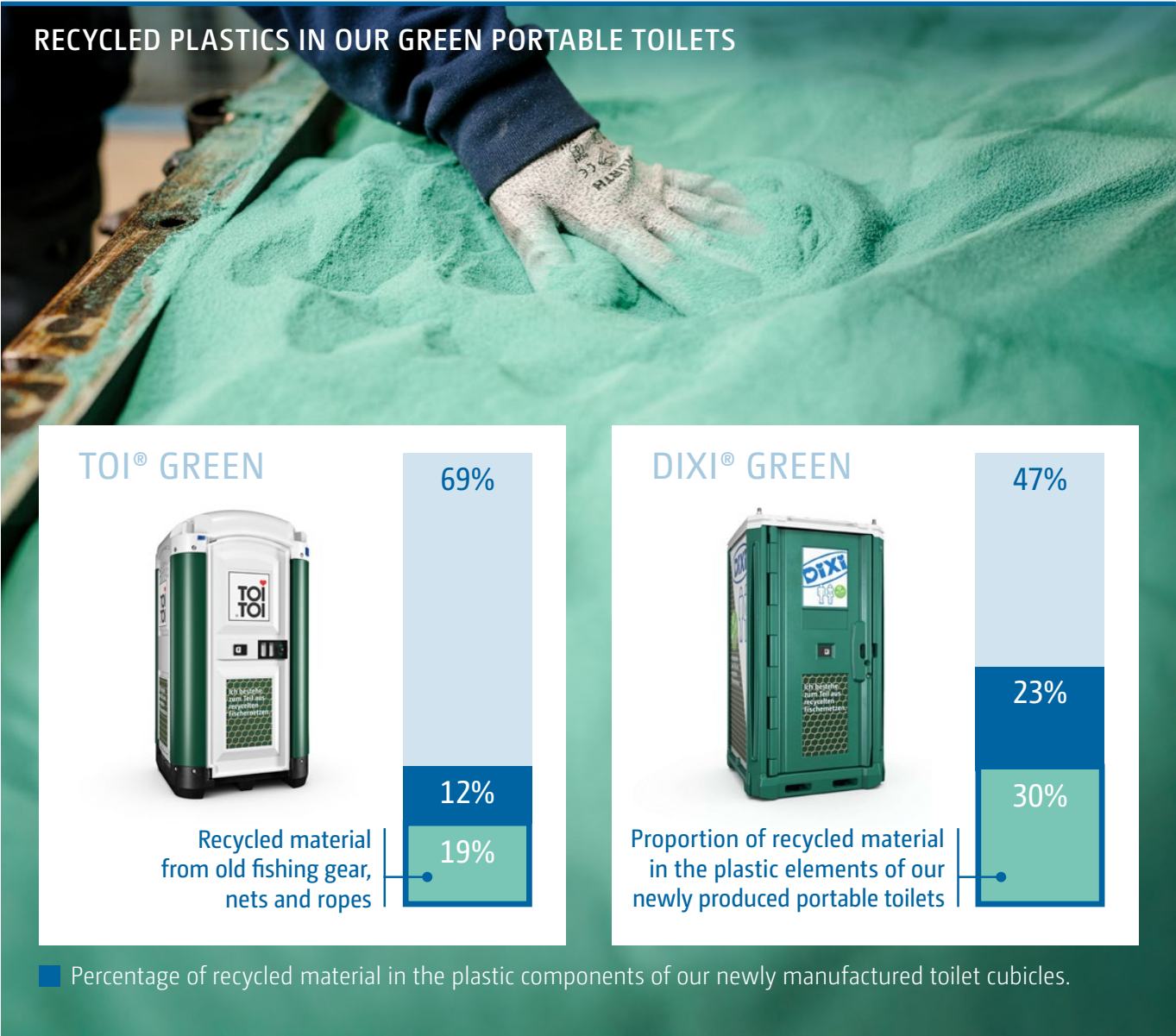


The various superstructures on our service vehicles can be easily changed. This increases the longevity of the individual components and thus contributes to sustainability.

GRI 301-2

Demand for portable toilets with a higher percentage of recycled material continued to grow in 2024. To meet this demand, we diversified our development focus, adding portable toilets with a higher percentage of recycled material to our TOI® range.

The resulting TOI® GREEN contains 31% recycled material, of which 61% comes from old fishing gear, nets and ropes. The launch of this new product promises to be just as successful as that of the DIXI® GREEN, which is now well established on the market.



GRI 301-1, 301-2

In 2024, a total of 411 metric tons of polyethylene were used in the production of portable toilets at our German production location. Recycled material made up 18 tons (4%) of this volume.

Furthermore, we remain firmly committed to our ambitious goal of increasing the proportion of recycled materials used in portable toilets produced exclusively for TOI TOI & DIXI to 50% by 2028 (see “Operational sustainability program,” p. 23). To achieve this, we will continue to look for alternative sources of recyclable materials and optimize our processes.

Increasing the recycling rate of end-of-life portable toilets

Despite their longevity and modularity, all portable toilets eventually reach the end of their service life. It therefore remains our goal to fully recycle 100% of these end-of-life portable toilets, thereby making our core product completely circular (see “Operational sustainability program,” p. 23).

To this end, we installed our own plastic mill at our production location in Gerstungen at the start of 2024. This makes it possible to shred scraps and defective parts that arise during portable toilet production. We have been supplying the mill’s shredded and transport-ready output to external partners for processing into plastic powder as feedstock for us to use in the production of new portable toilet components.

From a technical viewpoint, the new machine has been a success. However, transporting the relatively small quantities of defective and end-

TURNING OLD INTO NEW

To transition our portable toilets to materials circularity, we collect end-of-life units, production scraps, and defectively manufactured components. This material is then converted into feedstock for use in the manufacture of new portable toilets at our own production facilities.



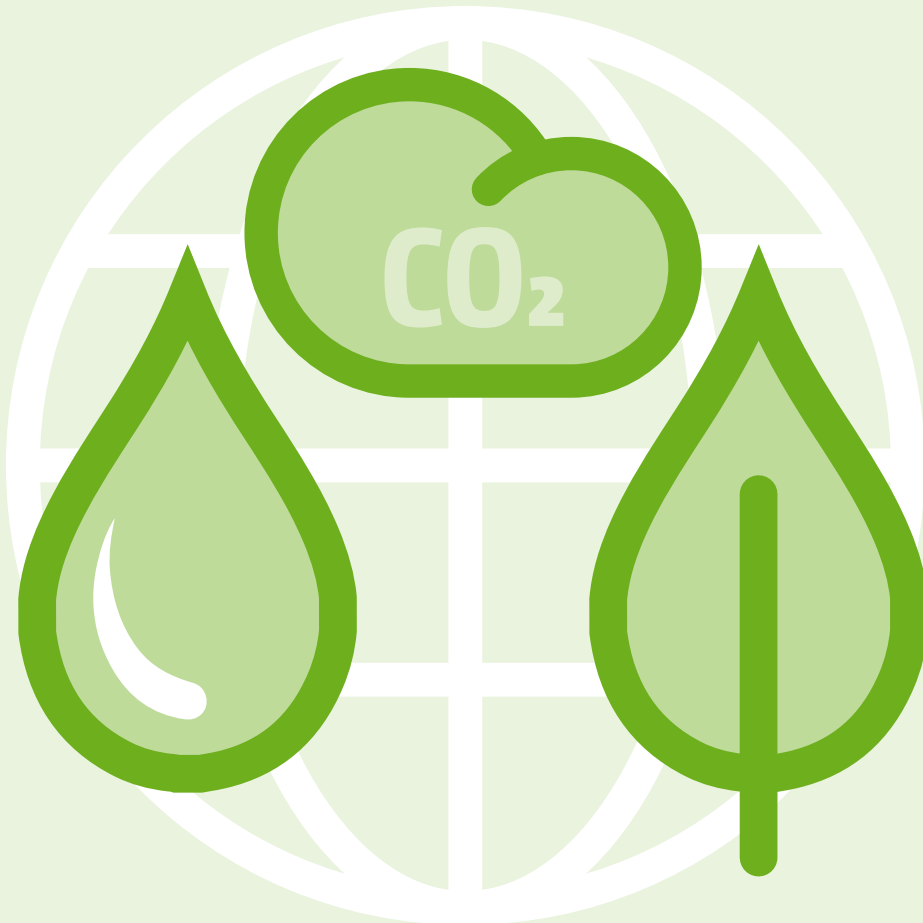
of-life portable toilet components from various regions to the plastic mill proved to be logistically overcomplicated and uneconomic.

Based on the results of this pilot phase, we therefore decided to engage external providers for plastic shredding and the transportation of defective and end-of-life plastic parts in order to improve the efficiency of this part of the materials cycle. We discussed a range of implementation options with various recycling companies at the start of 2025 and are looking forward to achieving collaborative solutions in the near future.

Environment

The “Environment” pillar encompasses all material topics and action areas in which we are able to measure, analyze, and – ideally – minimize the environmental impacts of our activities.

Thanks to the optimization of our data collection systems, we now have reliable metrics for the most important topics. In this context, expanded data availability in the “CO₂e emissions” action area led to new observations and analyses, resulting in certain topics in this action area being accorded particularly high importance in our operational sustainability program in 2024.



GRI 302-1, 302-4, 305-5

Energy

In 2024, we implemented an energy management system in accordance with DIN EN ISO 50001 at six locations in Germany, and the preliminary audits for certification got underway successfully in 2025. By implementing the energy management system, TOI TOI & DIXI is meeting the requirements of Germany's Energy Efficiency Act (EnEfG).

As well as ensuring legal compliance, the management system provides valuable insights into overall energy consumption. Having identified all relevant energy consumption points, we are now in a position both to define specific savings targets for the coming years and to put the right measures in place to achieve them.

We know from data collected in previous years that about 85% of our total energy consumption is attributable to our vehicle fleets. The newly implemented energy management system underscored this insight and strengthened our resolve to further optimize both our service vehicle routes and the drive technologies used in the vehicles themselves (see *"Operational sustainability program,"* p. 23, and *"Reduce CO₂e emissions,"* p. 39).

Our properties, too, offer potential for energy savings. We use buildings and land of various types and sizes – for product storage and maintenance, for the production of portable toilets and vehicles, and for administration.

ENERGY MANAGEMENT

There is great potential for energy savings in optimizing service routes and vehicle drives.



While our properties are located at diverse sites around the world and in a range of different climate zones, many of the insights gained through the energy management systems at our locations in Germany are nevertheless applicable to other locations.

Our aim is to increase our energy efficiency and reduce our CO₂e emissions step by step at all our locations around the world through improved purchasing processes, targeted investment decisions, the use of green electricity, new lighting concepts, and optimized heat and heating systems. Our ability to achieve these ambitious goals does, however, depend in part on the cooperation of the lessors of the properties we use.

GRI 305-1, 305-2, 305-3, 305-5

CO₂e emissions

Reducing CO₂e emissions from our operations continues to be one of our top strategic sustainability priorities. Our calculation of direct and indirect emissions released across our value chain in Scopes 1, 2, and 3 is based on the methodological standards of the [Greenhouse Gas Protocol](#).

The metric for Scope 3 emissions, i.e., indirect emissions released in upstream and downstream processes, currently comprises 7 of the 15 categories in this scope:

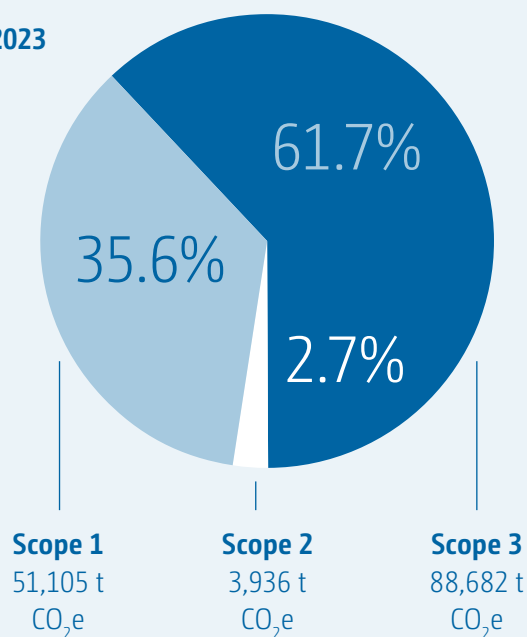
- purchased goods and services
- capital goods
- upstream transport and distribution waste
- business travel
- employee commuting
- downstream transport and distribution

We use the emission factors published in the databases of the UK [DEFRA](#) (Department for Environment, Food & Rural Affairs) and the US [EPA \(U.S. Environmental Protection Agency\)](#), both of which are recognized as international references for this purpose.

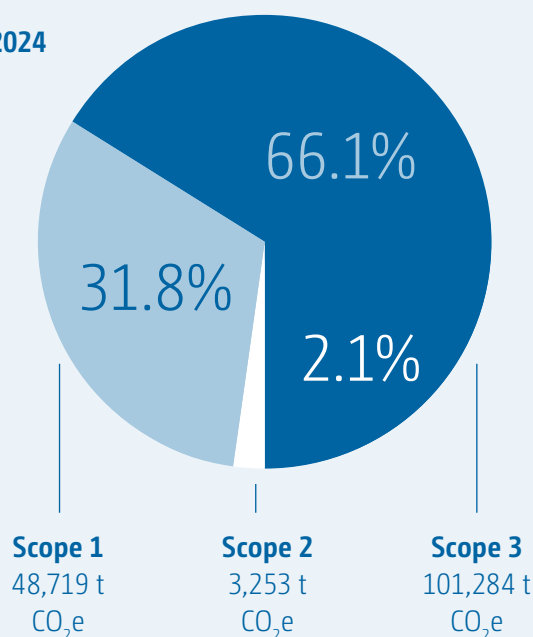
While we have sufficient data for GHG accounting and auditing purposes in the categories “employee commuting” and “downstream transport and distribution,” we had to utilize a mixture of cost-based approaches, international average emission values and estimates for the remaining categories. →

CO₂e EMISSIONS IN SCOPE COMPARISON

2023



2024



GRI 305-1, 305-5

In 2024, an increase in purchased goods and services and capital goods led to a marked increase in the CO₂ metric in Scope 3. The increase in the Scope 3 CO₂ metric compared with previous years was also partly the result of inflation adjustment and the increased reliability of the data from partners in up- and downstream processes.

Reducing CO₂e emissions in our service fleet

Our biggest lever for reducing CO₂e emissions is our service fleet, which at the end of 2024 numbered 2,374 vehicles (2023: 2,551). Together, these vehicles traveled a total of 68.5 million kilometers in the last reporting cycle (2023: 61.0 million).

The service vehicle fleet causes the majority of our Scope 1 emissions and about a third of all emissions identified to date across our entire value chain. We are pursuing a diverse range of measures to reduce these emissions.

Our intention is to replace our diesel- and gasoline-powered vehicles with alternative-drive vehicles as soon as possible. One issue here, however, is that TOI TOI & DIXI does not have a centralized fleet management system. The individual operating companies are largely responsible for managing their own vehicles.

Further, fitting new vehicles with customized superstructures is time and resource intensive. Nevertheless, it remains our group-wide goal that 50% of all service vehicles newly procured

over the period from 2023 and 2028 will have alternative drive technologies (see “Operational sustainability program” table, p. 25).

We are therefore maintaining a constant watch on what the market has to offer in the way of natural-gas-powered and electrically powered vehicles and are sharing learnings from the use of pilot alternative-drive vehicles within the group.

Our experience to date, however, is that the options available for our specific requirements are limited. Our hope, therefore, is that the market will reach an inflection point in the near future. In 2024, we purchased eight new vehicles with electric drives and had them fitted with the necessary superstructures by our own vehicle technology department. We are planning to register additional vehicles with electric drives in 2025.

A further lever for reducing our CO₂e emissions is to shorten our travel distances. We manage and track our achievement of this goal using two metrics: 1) the number of stops our vehicles make at individual service sites and 2) the distance traveled, in kilometers, between sites; that is, the lengths of the journeys to and between service sites.

In 2024, the average amount of CO₂e emitted between service sites was 14.1 kilograms (2023: 12.6)*. In addition to switching our vehicle fleet over to lower-CO₂ drive technologies, our strategy for reducing this figure further in the coming years includes ongoing route-optimization efforts – even though we have already achieved a very high degree of efficiency here. →

GRI 305-5

RETROFITTED ELECTRIC VEHICLES

Circularity is also of central importance when it comes to converting our service vehicles from diesel to electric. When the engines of some of our diesel service vehicles reach the end of their service life, we keep the chassis that are still in working order and retrofit them to electric.



One limiting factor here is that the orders-on-hand situation at any given time has a major bearing on the type and distribution of service sites and hence the routes traveled by our service vehicles. Large events and construction sites, for example, make for a denser network of individual service sites and hence shorter

travel distances. Thus, between 2023 and 2024 the order situation resulted in a reduction in the number of service sites from 3,495,200 to 3,313,242 (-5.2%), while the average distance between service points increased from 4.7 to 5.4 kilometers (+14.9%).

** This figure is calculated as the sum of the fuels burned (quantity of gasoline, diesel, natural gas, and LPG) in internal combustion engines and the electricity used in e-vehicles, multiplied by the applicable emission factors, divided by the number of service sites.*

GRI 302-4, 305-5

Nevertheless, we remain committed to our goal of using route optimizations to reduce the average distance between service sites by 5% compared with 2023 (see “Operational sustainability program” table, p. 25).

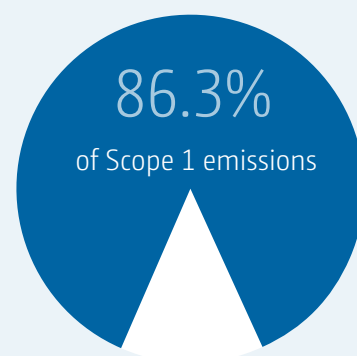
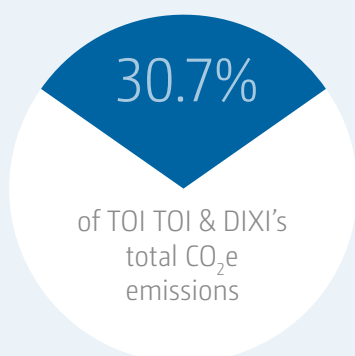
A further effective strategy for reducing our operational CO₂e emissions is to purchase certified renewable energy for our heat, heating, cooling, and electricity needs at our locations. At locations where this has not yet been done, we will review the respective market offerings from local suppliers. In terms of purchasing certified renewable energy, we will focus in the first instance on our locations in Germany.

As well as this, we are investing in self-generation of renewable energy. In 2024, photovoltaic arrays owned by TOI TOI & DIXI generated 393,064 kWh of green electricity – equivalent to the annual average consumption of approximately 73 three-person households.

We are also reducing the energy intensity of our production processes wherever possible. The production of plastic components requires a lot of energy for process heat. By purchasing an electrically powered production machine for our production location in Gerstungen, we have already reduced energy consumption there by about 30%. At other locations, we are continuing to explore alternatives to greenhouse-gas-powered and energy-intensive production processes.

SHARE OF CO₂e EMISSIONS BY SERVICE VEHICLES

Our 2,659 service vehicles traveled a total distance of 68.5 million kilometers in 2024 (2023: 61.0 million).



GRI 303-5

Water

The availability of water is essential for our core business. This valuable resource is required for the use and cleaning of our portable toilets and containers. Yet in many locations we are facing the prospect of growing water scarcity, not least because of climate change. We therefore have every reason to manage water with great care and rigor as one of our material sustainability topics.

Conserving drinking water

In the context of using freshwater*, we distinguish between drinking water and process water. Our goal is to optimize our use of freshwater as a whole, with a particular focus on the high proportion of drinking water used. Reducing drinking water consumption is one of TOI TOI & DIXI's material sustainability topics (see "Operational sustainability program" table, p. 25). →

PRECIOUS RESOURCE

One of TOI TOI & DIXI's sustainability goals is to reduce the proportion of drinking water in total water consumption.



*Freshwater = drinking water + process water

GRI 303-5

Our servicing operations, particularly the cleaning of our portable toilets, are our biggest consumers of water. Further, in 2024, the higher number of rental portable toilets equipped with wash basins played a role – albeit a relatively minor one – in our increased water consumption (see “Increasing the proportion of portable toilets with wash basins or sanitizer dispensers,” p. 31).

In 2024, our operational processes had a water intensity (freshwater consumption in cubic meters per million euros of turnover) of 464, as compared with 429 in 2023. The water intensity of these processes was relatively high at 458, as compared with 401 in 2023).

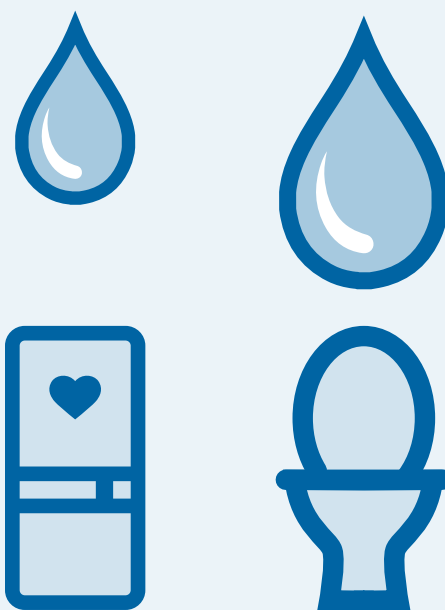
In recent years, we have already succeeded in reducing the amount of freshwater used for cleaning and filling our portable toilets. This optimization is achieved through analysis of the water requirements for each process, standardized filling mechanisms, and the use of efficient pressure washers.

In the case of mobile services, this water saving has the additional advantage of lowering the weight of the service vehicles, thereby reducing fuel consumption.

Looking ahead, we intend to further reduce our water intensity, and particularly our drinking water intensity, through optimized processes and greater use of process water (see “Operational sustainability program” table, p. 25).

WATER SAVING PORTABLE TOILETS

It takes between 10 and 15 liters of water to fill the septic tank in one of our portable toilets. At a utilization of 10 visits per day, that works out at less than 220 milliliters per visit – roughly the equivalent of a glass of water. By contrast, a normal toilet requires at least 3 liters of water per short flush and around 7 liters for a standard full flush. This means that our toilets outperform conventional toilets on water efficiency after as few as 5 uses.



GRI 306-2, 306-5, 308-1

Waste

Our core business and sustainability responsibilities include not only setting up and cleaning portable toilets and containers but also disposing of the collected wastewater in an environmentally friendly manner. As well as wastewater, our operational processes generate other forms of unavoidable waste. Any such waste arising in the course of our service runs is collected by our employees and disposed of professionally.

Compliance with all prescribed environmental standards and local disposal requirements for specialized waste management companies is a matter of course for us. At all our locations, wastewater is disposed of in accordance with the highest quality standards, in compliance with the respective disposal licenses and via official disposal channels entsorgt.

In this way, we ensure that the environment is not unnecessarily burdened by our wastewater disposal practices. Last year, as part of our business operations, a total of 476,980 m³ (2023: 582,077 m³) of wastewater from service runs was disposed of at wastewater treatment plants.

Managing our waste

While we cannot completely eliminate waste generation from our business model, we can reduce it – for example, by opting for less packaging-intensive alternatives when purchasing the products necessary for our service offering. However, due to strict safety and hygiene regulations, the scope for this is often limited, especially in the case of hygiene products such as soap or hand sanitizer. →

Our sanitary containers, too, can be installed at all sorts of locations, with or without a waste water connection. To ensure environmentally responsible and efficient waste water disposal in such situations, we have a fleet of state-of-the-art suction vehicles.



GRI 306-2, 306-5, 308-1

As well as reducing waste, there is significant scope for improving the separation processes and disposal options used where waste is unavoidable. In the coming years, we will therefore focus on waste management across our value chain, with ongoing optimization of processes and practices at our service locations (see “Operational sustainability program” table, p. 25).

How have we been managing waste across our business model? Our approaches here very much depend on the processes and options available at the locations in question. We also know from experience that solutions in this area lie not just in the hands of the employees of TOI TOI & DIXI. For example, some of our service locations are on multi-tenant leased sites where other tenants or the landlords themselves generate waste and collect it via a communal container system. Also, space limitations sometimes simply do not allow for the placement of additional waste containers.

Consequently, our ability to improve our waste management often depends on the cooperation of other stakeholders. This also applies to collaboration with municipal or commercial waste disposal operators, who may not always provide reliable data and information, particularly as regards volume-to-weight calculations and the various disposal channels.

We began collecting data regarding the various categories of waste generated by our activities (paper, light packaging and recyclable materials, hazardous materials, non-recyclable waste, etc.) back in 2023. The same timeframe applies to our work to analyze the causes of waste generation and our initial planning of optimization

measures. In many cases this includes obvious actions, such as steps to recycle, reduce and avoid packaging.

Furthermore, in 2024, we took the first steps, as planned, to implement a systematic waste management system in our core market, Germany. For this, we first visited a representative selection of locations in Germany and analyzed the waste volumes there.

Specifically, we analyzed the locally occurring waste by type and hazard in accordance with Germany’s [Ordinance Implementing the European Waste Catalogue](#) (kurz: Abfallverzeichnis-Verordnung, AVV). Drawing on historical accounting data, we also determined our past purchase volumes, calculated the corresponding derived waste disposal volumes, and then used this information as the basis for forecasting future waste volumes.

We are currently surveying the waste disposal operator market to find a suitable single provider who can dispose of all the various types of waste in accordance with a fixed set of rules and offer tracking options. The data and all other insights from these first steps toward implementing a systematic waste management system in Germany will in future also be used to achieve optimizations at locations outside Germany.

To summarize: We remain committed to our goal of implementing a standardized waste management system at multiple locations in Germany and then rolling this system out internationally (see “Operational sustainability program” table, p. 25).

Chemicals

Effective hygiene requires the use of disinfectants and cleaning agents. We are nevertheless working on solutions to reduce the use of these chemical substances to an absolute minimum.

The sanitizing chemicals we use contain active ingredients that are harmless to humans and the environment when used correctly. For instance, the biocides they contain break down into harmless substances within their period of application. Further, the wastewater from toilets using these biocides can be disposed of via municipal sewage treatment plants, using those plants' standard processes. Even so, we aim to realize potential for optimization in this area over the coming years wherever possible.

In addition, as part of our preparations for compliance with our reporting obligations (*see Preparation for the CSRD and the EU Taxonomy Regulation,* p. 58), we have been focusing intensively on classifying the products used by us

and have undertaken DNSH (Do No Significant Harm) analyses in accordance with the European [Taxonomy Regulation](#).

We have checked all safety data sheets and [Chemical Advisory Abstracts Service](#) (CAS) numbers for the cleaning and sanitizing products used by TOI TOI & DIXI. Based on this, we have created a comprehensive chemicals register. Furthermore, we continuously check all products that we use against the latest requirements of the European [REACH regulation](#).

As well as enabling us to meet our reporting obligations, the above analyses revealed that seven of the products used by us contain substances which, according to the applicable EU regulations, may be used only under certain conditions. While we naturally comply with all legal requirements for the use of these products, we are also assessing the feasibility of using alternatives. →

Using biocide-free sanitizing chemicals

We can avoid using biocides in all cases where our portable toilets are cleaned daily as part of our services. In all other cases, it is necessary to use sachets containing biocides. We are constantly exploring options for increasing our use of more eco-friendly alternatives to conventional sanitizing chemicals.

We are in fact already using a bio-based, biocide-free product that performs to the required standards of hygiene, even in portable toilets that are used for long intervals between cleaning runs. These alternative products are, however, less effective than current standard active complexes. Therefore, while we offer these products to our customers as possible alternatives, we must always respect their decisions and preferences.

We remain committed to our goal of increasing the use of more eco-friendly substances in our toilet services and reducing the use of biocides. In our core market, Germany, we have therefore been collecting data on this matter for several years so that we can accurately measure the quantities of sanitizing chemicals used. By the end of 2027, we aim to increase biocide-free sachets to at least 15% of all sachets used in Germany.

BIOCIDE-FREE-SACHETS

In 2024, about 4% (2023: 2%) of the sachets purchased by our service companies in Germany were biocide-free. The number of biocide-free-sachets purchased in Germany totaled about 170,000 (2023: about 80,000).



GRI 2-7

Employees

We know for a fact that our success as a company depends on the development, health and well-being of our employees. That is why we have established the “Employees” strategic pillar. It enables us to carefully manage the sustainability topics that relate to the people who work for TOI TOI & DIXI.

In concrete terms, this means fostering a working environment in which we can all thrive and have opportunities for professional development. In 2024, this strategic pillar again focused on the action areas of “Occupational health & safety management,” “Training & professional development,” and “Diversity, respect & integration.”



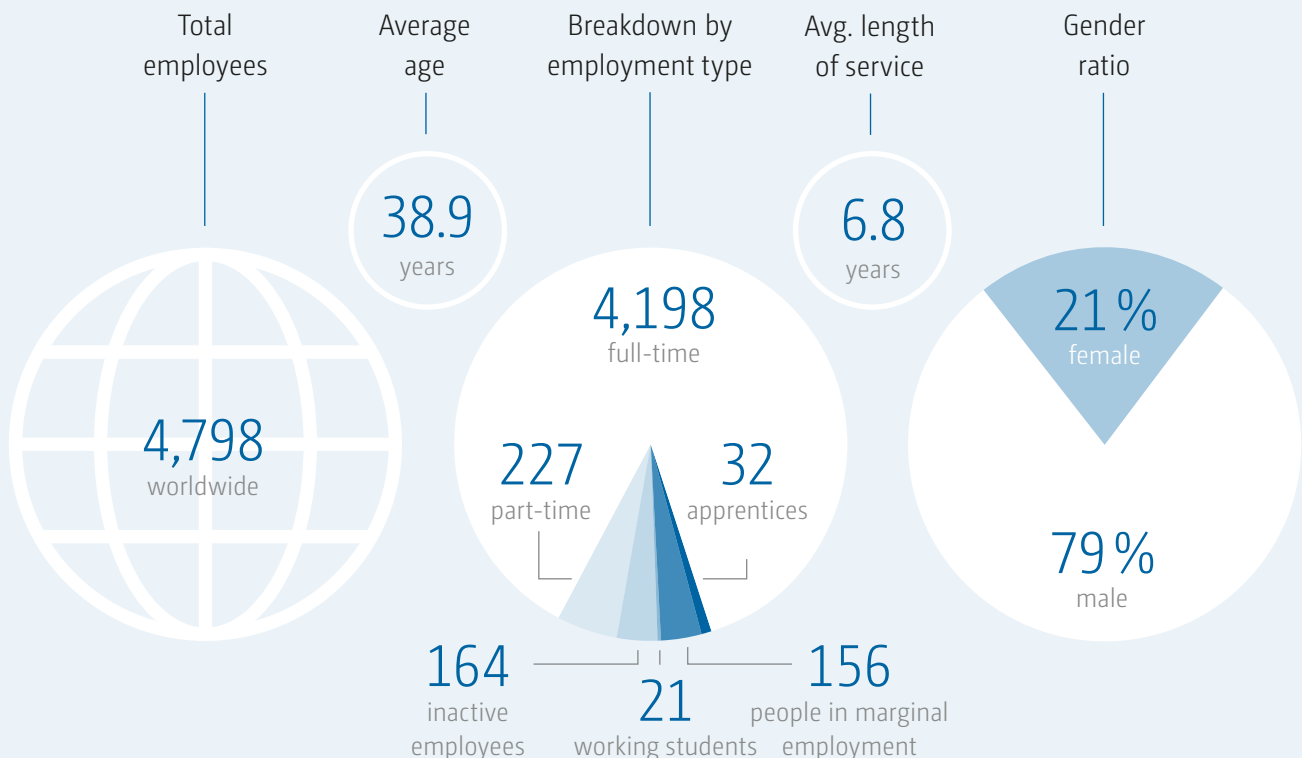
GRI 2-7, 401-1

Occupational health & safety management

To ensure that everyone at TOI TOI & DIXI has a healthy working environment, we approach occupational health and safety management in a way that is holistic while also catering to the individual needs of each employee.

Our core business includes regular cleaning of portable toilets – an activity that requires special health protection measures. These measures include equipping all locations with hygiene products and taking precautions against infections through special personal protective equipment, regular medical examinations, and vaccination offers. →

WORKFORCE IN FIGURES*



*Figures as of December 31, 2024; excl. employees of minority-owned entities in Kosovo, Montenegro, North Macedonia, Serbia, and Ukraine

GRI 2-7, 403-5, 403-6, 403-9, 403-10

Reducing illness and accidents

In the 2024 reporting period, the average sick leave taken per employee was 13.0 days (2023: 15.8*); and work related injuries totaled 227 (2023: 221), resulting in 6,690 days of absence (2023: 6,135).**

Across the group, the accident rate (work accidents x 1,000 / number of full-time employees) was 54.1 (2023: 53.5). There were no work-related fatalities during the reporting period.

A significant portion of TOI TOI & DIXI's operational work is conducted outdoors, involves physical labor, and is often undertaken under challenging on-site conditions. This applies equally to the sites where our mobile sanitary facilities are provided and to our own company locations.

By analyzing risks and causes of accidents, we identify potential hazards in our core processes. Based on insights gained from these analyses, we implement internal measures and develop preventive actions as needed.

Personal protective equipment is provided to TOI TOI & DIXI employees as a matter of course. Where the work environment requires it, the use of this equipment is mandatory. In addition, wherever processes allow, auxiliary tools are provided, and potential hazards are reduced through modern work equipment. This includes, for example, the use of lifting platforms, which minimize physical workload during the loading and unloading of portable toilets.

In this way, we implement technical optimizations worldwide and tailor work processes at the regional level in accordance with local conditions and legal requirements.

Another measure under "Occupational health & safety management" at TOI TOI & DIXI consists of raising awareness among employees of how they can protect their own health and that of their colleagues. In addition to regular training sessions, in the past year we significantly increased employee awareness regarding occupational health and safety through enhanced communication across various channels.

* This is the corrected figure from the previous year.

** The differences compared to 2024 are due to the fact that the employee figure used in the previous year's report included the employees of the minority-owned entities.

GRI 2-4, 2-7, 403-5, 403-6, 404-1, 405-1

Training & professional development

Coordinated, well-matched training and professional development is the key to a skilled and highly engaged workforce. We are therefore continuously improving our in-house training and development offering and expanding it according to employee needs.

In addition to fostering personal development for all employees, this has a positive impact on our company's competitiveness and sustainability. Employees who are trained according to their needs and the company's requirements are able to contribute to our ongoing development and strengthen TOI TOI & DIXI's position as an industry leader. We therefore aim to foster a culture of lifelong learning and innovation within our organization.

Increasing need-based training and education

As part of its sustainability strategy, TOI TOI & DIXI aims to continuously increase the number of tailored training sessions available to employees. In 2024, the average number of training hours per employee was 4.9 hours (2023: 4.0). Training hours across the entire workforce totaled 23,562 (2023: 18,756).

Our departmental heads hold regular talks with employees to ensure that the training courses provided match actual employee needs and individual requirements. Overall training need is ascertained in close coordination with the executive officers of our operating companies. This structured approach enables us to identify our employees' strengths and interests, develop their abilities, and make optimal use of their skills.

Our central e-learning platform enables both optional training courses and compulsory courses that are integrated into our advanced training and continuing professional development portfolio. The e-learning platform is available in various languages to the employees of our companies in 24 countries. It has been designed so that specific training courses can be assigned to employees based on their individual needs. Consequently, employees can undertake training programs that are precisely relevant to their needs, work areas, and duties.

There were further positive developments regarding the TOI TOI & DIXI Academy in 2024 and in 2025 up until the copy close date for this report. While the work to establish its curriculum, organizational structure and formal setup had taken quite some time since the end of 2023, the TOI TOI & DIXI Academy is now an officially recognized and DEKRA-certified training provider. →

GRI 2-7, 403-5, 403-6, 405-1

In 2024, the academy delivered its first training courses for service and logistics drivers; and the program for 2025 includes a range of training and education courses for various internal target groups.

In addition, TOI TOI & DIXI is currently in talks with regional job centers operated by Germany's Federal Employment Agency (BfA) with a view to making the academy program available and attractive to potential external learners and hence enhancing the TOI TOI & DIXI employer brand.

CERTIFIED EDUCATIONAL INSTITUTION: THE TTD AKADEMIE



Detailed information about all educational offerings is available on the website ► www.ttdakademie.com

GRI 2-7, 2-19

Diversity, respect & integration

At TOI TOI & DIXI, diversity and respect are among the core values that underlie our corporate culture. To ensure that these values are clear to all employees right from their first day on the job, they are reflected in the principles enshrined in our Code of Conduct.

We attach great importance to ensuring that our everyday dealings with one another are based on mutual respect at all times, regardless of gender, ethnic origin, religion or cultural background. Our strength is built just as much on our differences as on what we have in common – a consideration of especial importance for an international company that employs people of many different nationalities.

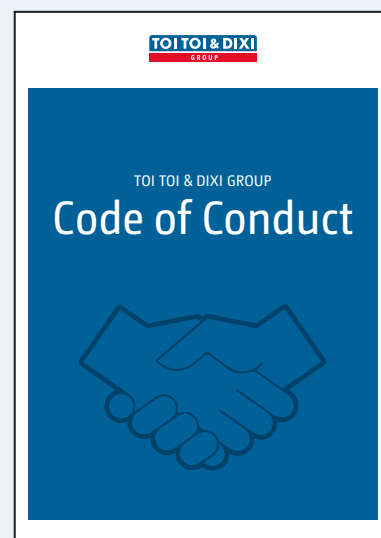
We have established clear rules for our interactions:

- Our Code of Conduct is binding for all employees.
- We ensure that our teams are diverse and that interactions are respectful.
- We encourage active and open knowledge-sharing between our employees.
- Experienced employees act as mentors for junior employees.
- None of the following dimensions of diversity shall cause any employee to be disadvantaged in terms of the duties they are given or the remuneration they receive: gender, nationality, ethnic origin, religion and worldview, disability, age, sexual orientation, and identity.



KLARE REGELN FÜR EIN KONFLIKTFREIES MITEINANDER

In addition to the company-wide compliance principles, the TOI TOI & DIXI code of conduct also contains a clear commitment to diversity, respect, and integration in our daily interactions. This set of rules is available in over 30 languages.



GRI 2-7

By communicating our values and rules with consistency and determination, we are facilitating a conflict-free corporate culture and smooth teamwork at TOI TOI & DIXI. In addition, equal treatment for all employees is continuously monitored and safeguarded by our HR and compliance management system.

Increasing employee satisfaction

We gauge employee satisfaction through regular surveys. In 2024, a total of 1,112 participants answered survey questions about their length of service and their satisfaction levels with respect to various work situations.

The survey had already been conducted in 2023, and participation at that time was open to employees at our locations in Germany, the Netherlands, Italy, Poland, Spain, and Chechia. In 2024, the same format was also open to employees in Belgium, Austria, and Switzerland.

The scientifically based Employee Net Promoter Score (eNPS) was chosen as the scoring system for the survey. It measures employee engagement and loyalty. The survey was made available to employees in a total of 12 languages, which improved comprehension and increased the response rate.

At “0,” the result (the percentage difference between promoters and detractors) was again marginally positive. In addition to these scores, the survey also called for improvement suggestions. These were collected anonymously and discussed with team leaders in order to collectively identify opportunities for future improvement. Based on these feedback rounds, specific improvement measures are being discussed at our various locations and, where appropriate, implemented so as to continually increase employee satisfaction.

In future surveys, we will repeat this process and increase the number of participants by actively encouraging participation and involving more national operating companies.

Appendix

55	Memberships & initiatives
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Memberships & initiatives

As part of society, TOI TOI & DIXI listens to the concerns of various stakeholders and supports local communities – regardless of any direct commercial purpose. Furthermore, as a taxpayer, we also make an important indirect contribution to the social development initiatives of local municipalities.

For us, being a market leader means more than merely competing with other companies. It encompasses taking responsibility both for the positive transformation of our industry and for fair competition that rewards investment in sustainable technologies and business models. That is why, for example, we are a long-standing member of the [► Federal Association of the German Waste Management, Water and Environmental Service Industries \(BDE\)](#). We are also actively involved in various associations, initiatives, and organizations in many other countries.

The paragraphs that follow touch on just a few examples of these.

Österreich. TOI TOI Mobile Sanitärsysteme GesmbH is a member of [► VOEB](#) (Verband Österreichischer Entsorgungsbetriebe), advocating, among other goals, for circularity and modern resource management practices.

Niederlande. DIXI Sanitary Services is an active member of [► Initiative „Logistiek 010,”](#) an initiative promoting cleaner, more efficient urban logistics in the interests of making the city of Rotterdam cleaner and healthier.

Our colleagues in the Netherlands are also actively involved in a research project initiated and spearheaded by Wageningen University called [► „KNAP.”](#) The objective of the project is to identify potential solutions for increasing wastewater recycling and reuse. [→](#)

Czechia: Our colleagues at our national operating company in Czechia are members of various organizations in which they have opportunities to champion greater sustainability. These include the music festival association > *FESTAS – festivalová asociace z.s.* and the construction industry association > *Svaz podnikatelů ve stavebnictví*.

Latvia: Through membership in the Latvian Association for People Management, > *LPVA*, TOI TOI Latvija promotes best practices in personnel management. The association's mission includes fostering the creativity, innovativeness, and active involvement of its members.

USA. TOI TOI USA Ltd. is a member of Portable Sanitation Association International (> *PSAI*), in the United States, an organization that provides information about the portable sanitation industry.

Switzerland: TOI TOI AG in Switzerland is a member of several organizations advocating for sustainable and fair business relationships. > *“Baukader Schweiz,”* for example, focuses on protecting and promoting professional, economic, and legal interests, as well as supporting professional development and social connections within the construction industry.




Italy: Our colleagues at Sebach are members of > *ASPI* (a national association of operators in waste management, maintenance, sanitation, and water treatment), where they promote sustainable and efficient maintenance and cleaning of wastewater and water networks.

In 2024, our international companies' active involvement in social initiatives again went beyond mere compliance with national laws and regulations. Looking ahead, we will continue to share ideas and examples of social engagement and involvement in initiatives, with the intention of identifying best practices within the group, inspiring each other, and driving even greater sustainability in our business.

Our contribution to SDGs

We support the [Sustainable Development Goals \(SDGs\)](#), formulated by the United Nations as part of the 2030 Agenda. Our direct influence on the achieve-

ment of these global objectives is narrow in scope and focuses on the specific goals and corresponding targets listed below.

SDG	Description	Our contribution	Target Year
Clean Water and Sanitation. 	Ensure availability and sustainable management of water and sanitation for all.	Our core business involves providing mobile toilets and sanitation facilities. By ensuring access to clean and hygienic sanitation, we directly contribute to achieving SDG #6. Our sanitary solutions are particularly crucial in areas with inadequate infrastructure or during emergencies such as natural disasters and refugee crises, where access to clean water and sanitation facilities is critical in preventing disease spread.	2030
Decent work and economic growth. 	Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all.	We provide fair wages to our employees. Regarding working conditions, our country-specific health and safety programs and an open work culture ensure fair employment. By offering employment opportunities to people from diverse social, cultural, and academic backgrounds, we contribute to reducing unemployment rates and thereby promote economic growth. Additionally, our services support events, construction sites, and public infrastructure projects, which also contribute to economic growth. Through the provision of sanitary solutions, we indirectly support community livelihoods by improving health, reducing absenteeism in schools and workplaces, and enhancing overall productivity.	2030
Sustainable cities and communities. 	Make cities and human settlements inclusive, safe, resilient and sustainable.	Access to adequate sanitation is crucial in building sustainable cities and communities. Our services play a significant role in supporting events, festivals, construction projects, and public gatherings, ensuring that cities and communities operate efficiently while maintaining hygiene standards. Our solutions also support the development of temporary or mobile communities, such as refugee camps or construction sites, ensuring that people in temporary settlements have access to essential sanitation facilities.	2030

Preparation for the CSRD and the EU Taxonomy Regulation

By the end of 2024, it had emerged that TOI TOI & DIXI would be required to prepare a sustainability report for the 2026 financial year under the EU's Corporate Sustainability Reporting Directive (CSRD).

We were well prepared for this challenge, especially since the group had already been reporting in accordance with the standards of the Global Reporting Initiative (GRI) since the 2023 reporting cycle. These standards overlap in many respects with the European Sustainability Reporting Standards (ESRS). Similarly, at the start of 2024, we were already well positioned in terms of our methods for identifying individual material topics and our approach to evaluating and assessing sustainability measures.

The European Commission is currently reviewing virtually all the EU's ESG directives and regulations. This review and reform process will in all likelihood result in TOI TOI & DIXI no longer being subject to reporting obligations. Despite this, we will make good use of the knowledge and insights gained in the course of our intensive preparations for compliance.

In 2024, the close collaboration on these matters between our Accounting, Sustainability, Finance, Legal & Compliance and Production departments allowed us to deepen our shared understanding of sustainability and ESG, expand our existing internal sustainability reporting, and undertake additional analyses to enhance our systems for managing quality, risk, and compliance.

In accordance with the EU Taxonomy Regulation – another key component of the European Green Deal – we have assessed our core business as belonging to category 5.5 (“Service as a Product”). The relevant criteria for this classification are our rental model and the associated increased utilization rate and service life of our products. Accordingly, we have quantified our turnover, operating expenditures and capital expenditures for these Taxonomy-relevant business activities.

In addition, we have conducted a DNSH (Do No Significant Harm) analysis. The purpose of such an analysis is to ensure that a company's business activities classified as potentially sustainable under the Taxonomy Regulation do not have any serious negative impacts on any of the Taxonomy Regulation's six environmental objectives, namely Climate Change Mitigation, Climate Change Adaptation, Sustainable Use and Protection of Water and Marine Resources, Transition to a Circular Economy, Pollution Prevention and Control, and Protection and Restoration of Biodiversity and Ecosystems.

Another aspect of assessment under the Taxonomy Regulation relates to “Minimum Safeguards.” These are additional minimum protection requirements designed to ensure that companies pursue and comply not only with environmental objectives but also with social and ethical standards. Specifically, this assessment analyzes compliance with human rights due diligence obligations under the United Nations Guiding Principles on Business and →

GRI 205-2

Human Rights and the OECD Guidelines for Multinational Enterprises; respect for workers’ rights and core labor standards; measures for combatting corruption, bribery and extortion; and compliance with fair competition rules and tax regulations.

None of the DNSH and Minimum Safeguards analyses revealed any specific or urgent need for action on the part of TOI TOI & DIXI. Over the next few years, we will continue to closely monitor any regulatory changes, adapting our processes, management approaches and re-
porting practices as required.

Key performance indicators

We import relevant information and data from a range of departments into the system used by our centrally controlled sustainability management framework. Hence, for example, the reporting system yields monthly data from HR Management on employee numbers, churn rate, sick days, and training and professional development measures (see “Employees,” p. 48).

Similarly, we use existing reporting lines to gather weekly data and information on container and portable toilet inventory and utilization, our service vehicle numbers, the number of service runs conducted, and the number of kilometers driven by our own and leased vehicles.

The operating units provide data in traditional table formats, which are then compiled by the central Sustainability department and validated, analyzed, and evaluated in collaboration with Controlling.

That is not to say that data, on its own, is any guarantee of success. Success in transitioning our entire business model toward greater sus-

tainability will ultimately come down to the specific measures taken – such as concrete steps to reduce waste and the consumption of heat energy, electricity, and water.

But it all has to start with numbers, with data. We need to know exactly what we are consuming and what externalities we are generating before we can begin to identify causes and implement countermeasures. That is easier said than done, because while the collection of financial data is a time-hallowed practice followed assiduously by all good business enterprises, the management of sustainability data is a new discipline that is still being developed.

This is the path we are on right now – a path that we are pursuing with single-minded determination. Specifically, this means we are educating our data controllers at our various locations: making them aware of the relevance of sustainability performance indicators and giving them the necessary guidance and tools. We are making them part of the solution.

Consolidated figures

Business figures

Data	Unit	Total 2023	Total 2024	Comment
Total turnover	million €	736.1	732.7	
Companies with implemented ISO 9001	number	24	23	
Companies with implemented ISO 14001	number	11	12	
Companies with implemented ISO 45001	number	6	7	
Violations of OECD Guidelines	number	0	0	
Contribution to SDGs	SDG-Number	3 (Number)	3 (Number)	Supporting the SDGs #6, #8, #11 (see p. 57)

Products & Services

Data	Unit	Total 2023	Total 2024	Comment
Delivered PTs, total	Number	32,333	52,226	
Internally delivered PTs	Number	22,879	6,043	
PT inventory with wash basins		201,111	203,290	
PT inventory with no wash basins		226,496	236,831	
Internally delivered PTs with "Hygiene+" material	Number	3,794	1,416	
Internally delivered PTs with at least 50% recycled material	Number	320	1,416	
Internally delivered Pts with wash basins	Number	13,881	2,852	
Disposed PTs	Number	12,171	15,521	
PTs recycled	Number	2,495	3,104	
End-of-life PTs used for new PT production	Number	66	0	Pilot delivery of old PTs for internal recycling
Field service sites	Number	3,459,200	3,313,242	
PT inventory	Number	431,607	440,201	
Container inventory	Number	32,587	34,936	
Service vehicles, total	Number	2,666	2,659	
Service vehicles with combustion engines	Number	2,549] 2,649	
Service vehicles with alternative drives	Number	2	10	
Combustion-engine service vehicles registered since 2023	Number	169	327	
Alternative-drive vehicles registered since 2023	Number	2	10	
Distance driven by service vehicles	Kilometers	61,071,981	68,547,914	

GRI 302-1, 302-4, 305-1, 305-2, 305-3, 305-5

Environment				
Data	Unit	Total 2023	Total 2024	Comment
Total CO ₂ e emissions*	Metric tons CO ₂ e	143,723	153,256	
CO ₂ e emissions* Scope 1	Metric tons CO ₂ e	51,105	48,719	
CO ₂ e emissions* Scope 2	Metric tons CO ₂ e	3,936	3,253	
CO ₂ e emissions* Scope 3	Metric tons CO ₂ e	88,682	101,284	Details on CO ₂ e emissions accounting in selected categories of Scope 3 according to the GHG Protocol can be found in the "CO ₂ e emissions" section, p. 38
Greenhouse gas intensity	Metric tons CO ₂ e / € 1,000,000 Revenue	195	215	
Total CO ₂ e emissions by service vehicles	Metric tons CO ₂ e	44,091	46,911	Emission factors: 2.70 kg CO ₂ e/liter diesel 2.33 kg CO ₂ e/liter gasoline 0.24 kg CO ₂ e/kWh electricity
Total diesel consumption by service vehicles	liters	15,295,204	16,646,551	Calorific value of 10.4 kWh/liter corresponds to: 159,070,122 kWh (2023) 173,124,130 kWh (2024)
Total gasoline consumption by service vehicles	liters	1,194,987	815,527	Calorific value of 9.7 kWh/liter corresponds to: 11,591,374 kWh (2023), 7,910,612 kWh (2024)
Total electricity consumption by service vehicles	kWh	38,791	41,585	
Total energy consumption	kWh	206,165,942	190,658,644	Calculated on the basis of the energy carriers' calorific value
Energy consumption from renewable sources	kWh	966,579	1,244,574	Green electricity at properties
Energy consumption from fossil fuels	kWh	205,199,363	189,396,433	
Total energy consumption at properties	kWh	21,825,116	13,519,766	
Total energy production at properties	kWh	188,829	393,948	Electricity production from installed photovoltaic systems

* For the emission factors, we have used uniform factors for reasons of comparability and internal benchmarking, based on data from the U.S. Environmental Protection Agency (EPA), the UK Department for Environment, Food & Rural Affairs (DEFRA), and the International Energy Agency (IEA). Average values of all applied emission values were used for the total results of CO₂e emissions in Scopes 1–3.

GRI 303-5

Environment

Data	Unit	Total 2023	Total 2024	Comment
Total electricity consumption	kWh	10,733,561	8,645,280	
Total electricity consumption, DE	kWh	3,331,320	2,821,382	
Electricity consumption from grid mix	kWh	9,878,229	7,400,706	
Electricity consumption from grid mix, DE	kWh	2,794,346	2,287,070	
Total green energy consumption	kWh	777,750	851,510	
Green electricity consumption, DE	kWh	536,974	534,312	
Locations with implemented waste management system	number	0	0	
Total freshwater used	m ³	315,976	339,948	
Drinking water used	m ³	295,632	335,717	
Process water used	m ³	20,344	4,231	
Wastewater from services	m ³	582,077	476,980	
Standard sachets purchased in DE	number	4,080,000	4,368,000	
Biocide-free-sachets purchased in DE	number	80,000	128,000	
Activities that have a negative impact on areas with vulnerable biodiversity	number	0	0	SFDR indicator: "Activities negatively impacting biodiversity-sensitive areas"
Discharge of solid, liquid, or gaseous pollutants into bodies of water	metric tons	0	0	SFDR indicator: "Emissions to water"

GRI 2-7, 401-1, 403-5, 403-9, 403-10, 404-1

Employees*				
Data	Unit	Total 2023	Total 2024	Comment
Total employees	headcount	4,671	4,798	
Male employees	headcount	3,719	3,809	
Female employees	headcount	952	989	
Diverse employees	headcount	0	0	
Full-time employees	headcount	4,128	4,198	
Part-time employees	headcount	194	227	
Apprentices	headcount	39	32	
Working students	headcount	17	21	
People in marginal employment	headcount	144	156	
Inactive employees	headcount	149	164	
Average employee age	years	40.4	38.9	
Average length of service	years	7.0	6.8	
Total hours worked	number	7,575,493	7,150,918	
Work-related injuries	number	221	227	
Lost days due to work-related injuries	number	6,135	6,690	
Work-related fatalities	number	0	0	
Accident rate	rate	53.5	54.1	
Sick days	number	73,736	62,287	
Training hours	number	18,756	23,562	
Average training hours per employee	number	4,0	4,9	
Participants in employee survey	number	1,148	1,112	
Employee Net Promoter Score	score	1	0	
Net new hires	headcount	97	127	

*Adjusted baseline to limit figures to the uniform (financial) scope of consolidation.

GRI content index

As with the previous year's report, the TOI TOI & DIXI Sustainability Report for the 2024 reporting cycle uses the Sustainability Reporting Standards of the Global Reporting Initiative (GRI) as

a reference. The content index refers to the respective information in the main section of the report, in accordance with the GRI standards and using the corresponding nomenclature.

GRI 1 used: GRI 1: Foundation 2021

GRI Standards	pages in the 2024 Sustainability Report / other references	comment
GRI 2: General Disclosures 2021		
Organizational profile and reporting practice		
GRI 2-1: Organizational details	5-8	
GRI 2-2: Entities included in the organization's sustainability reporting	5, 8, 9, 10, 15, 23	See footnote on p. 9
GRI 2-3: Reporting period, frequency and contact point	9,16, 67	
GRI 2-4: Restatements of information	3, 4, 9, 10, 11, 12, 50, 64	The report continues the GRI Report 2023. New information and progress reports result from this in various places.
GRI 2-5: External assurance	9	
Activities and employees		
GRI 2-6: Activities, value chain and other business relationships	5, 6, 8	
GRI 2-7: Employees	5, 6, 8, 11, 12, 15, 22, 26, 48-54, 57, 64	
Governance		
GRI 2-9: Governance structure and composition	14, 15, 16	
GRI 2-14: Role of the highest governance body in sustainability reporting	14, 15, 16	
GRI 2-19: Remuneration policies	53	
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