



ZWIESEL  
FORTESSA

## Statement on Human Rights and Environmental Protection

### 1. Introduction and Corporate Philosophy

As a premium provider of tabletop solutions, Zwiesel Fortessa AG combines centuries-old tradition with state-of-the-art technology. With its roots in the glassmaking town of Zwiesel and a strong international orientation, we have been a reliable partner for the hospitality industry, hotels, and discerning private households around the world for more than 150 years.

This fundamental statement reaffirms our commitment to excellence in glass production and in all areas of the laid table, our ethical values, our environmental awareness, and our responsibility toward employees, customers, partners, and society. Our experience in the art of glassblowing and our continuous drive for innovation position us as a leading global provider of glassware and high-quality tabletop products.

We set the highest standards in design and quality so that our products are both aesthetically appealing and functionally convincing. Through the use of advanced technologies and manufacturing techniques, we ensure that each of our products meets the highest standards. Our collections are internationally recognized for their perfection and exclusivity.

Our employees are our most valuable asset, and we continuously invest in their training and development to ensure that they possess the skills and knowledge required to achieve outstanding results.

Integrity and transparency are central values of our business activities. We place great importance on open and fair dealings with our customers, partners, and the public. Our business practices are designed to build trust and uphold ethical standards. We regularly train our employees to ensure that they understand our values and apply them in their daily work.

We believe that ethical behavior and transparent communication are essential for building long-term relationships with our customers and partners. Therefore, we rely on clear and honest communication across all areas of our business, and we expect the same from everyone we work with.

### 2. Environmental Responsibility and Awareness

Our environmentally friendly glass production uses modern technologies such as oxy-fuel technology, closed-loop cooling water systems, heat recovery systems, and filtration units. These technologies help reduce energy consumption and return water in a clean state. Our oxy-fuel technology, which reduces carbon dioxide emissions and increases energy efficiency, supports our efforts to minimize environmental impact while ensuring product quality.

Our product lines in the tabletop sector combine quality, design, and ecological responsibility. They are durable, environmentally friendly, and contribute to more sustainable consumption through the use of carefully selected materials and resource-saving processing. Especially our



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glass products, such as innovative Tritan® crystal glass, are known for their brilliance, durability, and freedom from harmful substances. The use of high proportions of recycled materials and the adherence to strict environmental standards help us reduce waste and resource consumption.

Our packaging consists predominantly of recyclable materials and carries the FSC® label. It is reusable and supports our environmental goals. By reducing packaging waste and selecting environmentally friendly materials, we make a significant contribution to environmental protection.

### **3. Risk Management and Monitoring**

Our company has established a comprehensive risk management system to ensure the effective implementation of our principles. This system includes the identification, assessment, and management of risks that affect the company as a whole, and especially those that relate to our values and environmental standards. We have developed internal policies and procedures to detect potential risks at an early stage and take appropriate action. Our risk management system is designed to systematically monitor and manage both internal and external risks.

A key element of our risk management is our annual risk analysis. Its purpose is to identify and address potential human rights and environmental risks in our business operations and supply chains at an early stage in order to avoid or minimize negative impacts.

We systematically record and document all significant risks and prepare an annual risk report for the Supervisory Board. In our management report, we provide regular updates on identified material risks and the measures taken to manage them.

We work closely with our partners to ensure that our standards are met throughout the entire supply chain. Our preventive measures include, among other things, contractual obligations, the regular publication of guidelines and manuals, as well as ongoing communication and updates to ensure high awareness of ethical and environmentally friendly practices.

Based on our most recent risk analysis, no human rights-related or environmental risks were identified. The results are documented and incorporated into the continuous improvement of our processes. All relevant measures and outcomes are carefully recorded and updated regularly to ensure transparency and efficiency.

An important component of our risk management system is our complaints procedure, which allows employees, partners, and suppliers to report violations of our principles anonymously and securely. We have implemented a digital whistleblower portal that is available 24/7 and provides the highest level of protection for whistleblowers. This portal can also be used for general complaints. In addition, all parties concerned may report violations directly to our Compliance Office. This ensures that all reports are treated confidentially.



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#### **4. Expectations Related to Human Rights and Environmental Protection**

We expect all employees to apply our values and principles in their daily actions. This includes respect for human rights, adherence to environmentally friendly practices, and contributing to a respectful and ethical working environment. Our employees receive regular training to ensure that they possess the knowledge and skills required to uphold our standards.

We expect our suppliers to comply with high social and environmental standards. We work only with partners who share our values and are committed to ethical business practices. This includes avoiding child and forced labor, ensuring fair working conditions, and implementing measures to protect the environment. More detailed expectations for employees and suppliers are set out in our Code of Conduct.

#### **5. Preventive Measures and Effectiveness Review**

To ensure that all employees and departments comply with our standards regarding human rights and environmental responsibility, we have implemented strict internal policies and training programs. These policies include specific requirements for ethical and environmentally responsible practices across all areas of production and administration. Our training programs are updated regularly to ensure that employees stay informed about the latest developments and best practices. Compliance standards are integrated into all business processes and monitored through internal controls.

For direct suppliers, we conduct regular audits to verify compliance with our social and environmental standards. These reviews are based on documented evidence to confirm adherence to our requirements. If deficiencies are identified, corrective measures are taken immediately. In cases of repeated violations, we reserve the right to terminate the business relationship.

For indirect suppliers involved in our wider supply chain, we focus on transparency and cooperation. We require our direct suppliers to pass on and enforce these standards throughout their own supply chains. In cases of serious violations, we follow a structured escalation process that may ultimately result in the termination of the business relationship.

We regularly review the effectiveness of our preventive measures and adjust them as necessary. We use feedback from employees, customers, and partners to continuously improve our standards. Our goal is to respond flexibly to changing conditions and continuously optimize our standards to meet evolving requirements.



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## 6. Closing Statement

Zwiesel Fortessa AG takes pride in its values, its tradition, and its comprehensive portfolio of premium tabletop products.

Our long-term success is based on the consistent implementation of our principles and our commitment to quality and sustainability. As an internationally operating family-owned business, we place great emphasis on close collaboration with our employees, partners, and suppliers. Together, we aim to take responsibility and generate positive impacts for our region and beyond.

We are convinced that our commitment to ethical behavior and environmental awareness not only secures the success of our company but also makes a valuable contribution to sustainable development. Our goal is to continue setting standards for the laid table while fulfilling our social and environmental responsibilities. We continuously work on improving our processes and standards and remain open to new ideas and suggestions that help us achieve our goals.

Zwiesel, February 1, 2026

The Executive Board