

## Statement on Human Rights and Environmental Protection

### 1. Introduction and Company Philosophy

As a premium glass manufacturer, Zwiesel Kristallglas AG combines centuries-old tradition with cutting-edge technology. For over 150 years, our family business has been deeply rooted in the glass town of Zwiesel, located in the Bavarian Forest. This statement reaffirms our commitment to excellence in glass production, our ethical values, environmental consciousness, and our responsibility to employees, customers, partners, and society. Our expertise in glassblowing and continuous drive for innovation position us as a global leader in glass products.

We set the highest standards in glass production to create products that are both aesthetically and functionally superior. Through the use of the most advanced technologies and manufacturing techniques, we ensure that every glass product leaving our factory meets the highest standards. Our products are recognized worldwide for their perfection and exclusivity.

Our employees are our most valuable asset, and we continually invest in their education and development to ensure they have the skills and knowledge to deliver outstanding results.

Integrity and transparency are central values of our business operations. 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 they understand and implement our values in their daily work.

We believe that ethical conduct and transparent communication are essential for building long-term relationships with our customers and partners. Therefore, we emphasize clear and honest communication in all our business areas and expect the same from everyone we collaborate with.

### 2. Ecological Responsibility and Awareness

Our environmentally friendly production relies on modern technologies such as Oxyfuel technology, closed-loop cooling systems, heat recovery systems, and filtration systems. These technologies help reduce energy consumption and return clean water to the environment. Our Oxyfuel technology, which reduces carbon dioxide emissions and makes our production more energy-efficient, supports our efforts to minimize environmental impact and ensure product quality.

Our product lines, including the innovative Tritan® crystal glass, are not only characterized by brilliance and durability but also by their environmental friendliness. We place great emphasis on



ensuring our glass products are free from harmful substances and incorporate a high percentage of recycled materials. These products meet high ecological standards and contribute to reducing waste and resource consumption.

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

### **3. Risk Management and Review**

Our company has established a comprehensive risk management system to ensure that our principles are effectively implemented. This system includes identifying, assessing, and managing risks that affect the company as a whole, particularly concerning our values and environmental standards. We have developed internal policies and procedures to identify potential risks early and take appropriate measures. Our risk management system is designed to systematically monitor and manage both internal and external risks.

A key component of our risk management is the annual risk analysis. This analysis aims to identify and address potential human rights and environmental risks in our operations and supply chains early on, in order to avoid or minimize negative impacts.

We systematically document all significant risks and prepare an annual risk report for the supervisory board. In our annual management report, we regularly inform about identified significant risks and the measures taken to manage them.

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

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

An important part of our risk management system is the complaint procedure, which allows all employees, partners, and suppliers to report violations of our principles anonymously and securely. We have set up a digital whistleblower portal that is available 24/7 and provides the highest protection for whistleblowers. In addition to the digital portal, all affected parties also have the option to report violations directly to our compliance office. This ensures that all reports are handled confidentially.



#### **4. Human Rights and Environmental Expectations**

We expect all employees to implement our values and principles in their daily actions. This includes respecting human rights, adhering to environmentally friendly practices, and promoting a respectful and ethical working environment. Our employees are regularly trained to ensure they have the necessary knowledge and skills to meet 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 taking measures to protect the environment. Further detailed expectations for our employees and suppliers are outlined 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 implement strict internal policies and training. These policies include specific requirements for ethical and environmental practices in all areas of our production and administration. Our training programs are regularly updated to ensure our employees are informed of the latest developments and best practices. Compliance standards are integrated into all business processes and are monitored through internal controls.

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

For indirect suppliers, who are indirectly involved in our supply chain, we rely on transparency and cooperation. We require our direct suppliers to pass on and monitor these standards along their own supply chains. In case of serious violations, we have a clear escalation process that can lead to the termination of the business relationship.

We regularly review the effectiveness of our preventive measures and adjust them as necessary. Feedback from employees, customers, and partners is used to continuously improve our standards. Our goal is to remain flexible to changes and to optimize our standards to meet current demands.

#### **6. Conclusion**

Zwiesel Kristallglas AG is proud of its values, tradition, and quality products. Our long-term success is based on the consistent implementation of our principles and our commitment to quality and sustainability. As a family business, we place great value on close collaboration with our employees,



partners, and suppliers. Together, we strive to take responsibility and make a positive impact in our region and beyond.

We are convinced that our commitment to ethical behavior and environmental awareness not only ensures the success of our company but also contributes to sustainable development. Our goal is to continue setting standards in glass production while fulfilling our social and ecological obligations. We continuously work to improve our processes and standards and are always open to new ideas and suggestions to help us achieve our goals.

Zwiesel, August 1, 2024  
The Board of Directors